



# Nautilus Hyosung Configuration

William Ward

Date: 2019-05-02

V19.05.00

## Document Changes

Date	Author	Description
2018-08-02	William Ward	Initial version
2018-09-18	William Ward	Added version information
2018-10-23	William Ward	Added section for MoniView configuration. Added section for welcome advertisements. Fixed various typos.
2019-01-21	William Ward	Fix AP version number requirement Added information regarding DNS configuration
2019-01-21	Alec Davis	Added Troubleshooting section
2019-05-02	William Ward	Added section about upsell options

# GivePay Nautilus Hyosung Configuration

This document contains information and instructions for enabling the GivePay Gift Card Mall value-added transaction on your Nautilus Hyosung ATMs.

## Contents

Terms and Definitions.....	1
Theory of Operation.....	1
Communication.....	1
Transactions .....	2
System Requirements .....	2
Enabling the Gift Card Mall .....	2
Remotely .....	3
Physically.....	3
Configuring RMS .....	5
Enabling the GivePay Welcome Screen .....	5
Changing the Upsell Option .....	6
Wireless Modem Interoperability.....	7
Troubleshooting.....	7
An attempt to register the terminal fails.....	7
Something else is wrong .....	7
Support .....	8

## Terms and Definitions

**GivePay Gift Card Mall Portal** The web-based back-office tool used to monitor and configure your ATMs for GivePay. The portal is located at <https://portal.givepay.us/>. If you do not currently have access to the GivePay Gift Card Mall Portal, reference the Support section.

**MoniView** The suite of remote management software distributed by Nautilus Hyosung for managing and monitoring your ATM fleet

## Theory of Operation

### Communication

The GivePay Gift Card Mall has two (2) communication types: transactional communication and periodic communication.

Transactional communication occurs during the transaction and is used to send transaction data and customer information to the GivePay transaction servers. The GivePay Gift Card Mall communicates transaction data by employing a pseudo-split-dial process—the ATM transaction is routed to the host processor over the ATM network, and the GivePay transaction is routed to the GivePay transaction servers. GivePay never receives data about the ATM transaction if one were to occur simultaneously.

Periodic communication is used to load and refresh catalog and other configuration data with the GivePay back-office system, the GivePay Gift Card Mall Portal. Periodic communication is scheduled during non-active hours and is designed not to interrupt in-service operation. During periodic communication, the ATM makes several requests to the GivePay servers to update various configuration data. The ATM software, in conjunction with the GivePay servers, utilizes optimistic caching protocols in order to limit and minimize the amount of data transmitted over the wire. The caching protocols also reduce the amount of time the ATM spends updating its configuration. The data stored during this phase is stored in the ATM's VRAM and will be cleared upon an initialization or reboot.

## Transactions

Independent of communication types, the GivePay Gift Card Mall has two (2) modes of operation: independent and “piggy-back”.

An independent transaction occurs when a user engages with the ATM and selects the GivePay menu option on the main screen. The user is then led through the GivePay transaction process. Once the transaction has ended, the ATM ends the session. This style of transaction, like its name suggests, is completely independent of the ATM transaction.

During a “piggy-back” transaction, the user has already engaged the ATM in a standard ATM transaction. Once the ATM transaction is complete (but before the user's cash is dispensed), the ATM will display a screen with GivePay options. If the user chooses to engage with the GivePay Gift Card Mall, he/she may choose one of these options. Otherwise, the user may choose the option to decline and receive the withdrawn amount.

Only information necessary for the GivePay transaction is sent to the GivePay transaction servers. For more information about the information we collect, see our Privacy Policy, <https://givepay.us/privacy>.

## System Requirements

The GivePay Gift Card Mall requires considerable system resources to complete various stages of the transaction and behind-the-scenes processes. The following is a minimally acceptable configuration:

- Model: Nautilus Hyosung 1800SE or more recent
- Screen Resolution: 800px by 600px or larger
- Communications: TCP/IP communication (wireless or wired)
- Software Version: v06.01.34 or more recent

Other acceptable configurations may exist but are not supported by GivePay or the manufacturer.

## Enabling the Gift Card Mall

The software to offer the GivePay Gift Card Mall is included in the standard firmware distribution from Nautilus Hyosung starting from version v06.01.34. There are two methods of installation: remotely with MoniView and physically by accessing the terminal.

## Remotely

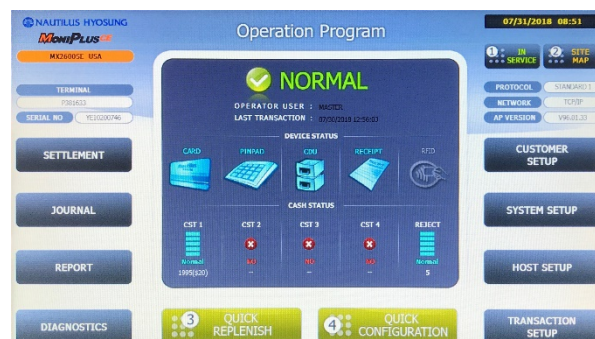
Contact GivePay Support using the information in the Support section for assistance in remote installation.

*The ATM's DNS server will need to be set to **8.8.8.8** or another known-working value. Before beginning this configuration procedure, confirm that the ATM's DNS server is configured to **8.8.8.8**. If you know the DNS server is configured to a known-working value or the ATM is configured to use DHCP, then you may proceed. If you are unsure of the current configuration or know that the configuration is incorrect as described above, consult the manufacturer's manual for instructions on how to configure the DNS servers or consult GivePay using the contact information in the Support section below.*

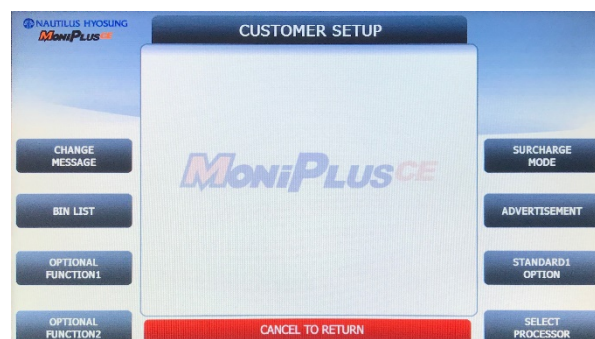
## Physically

The physical installation requires a user with the Operator Password.

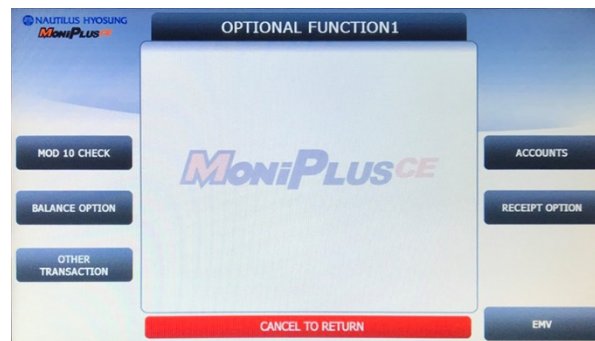
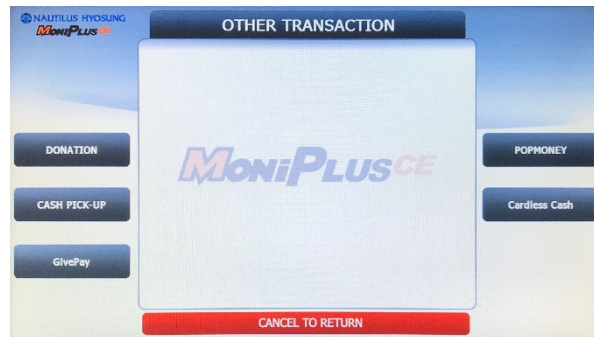
1. Access the Operator Program by entering the access key combination followed by the Operator or Service password when prompted.
2. Select the button for "Customer Setup".



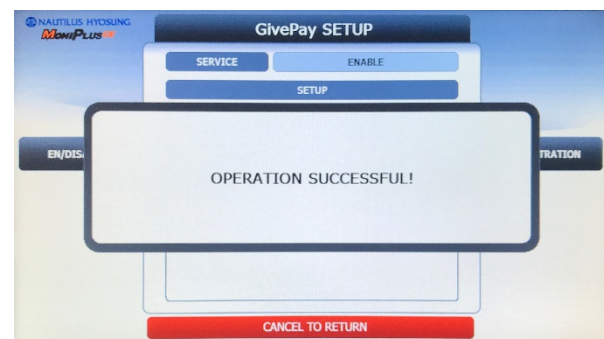
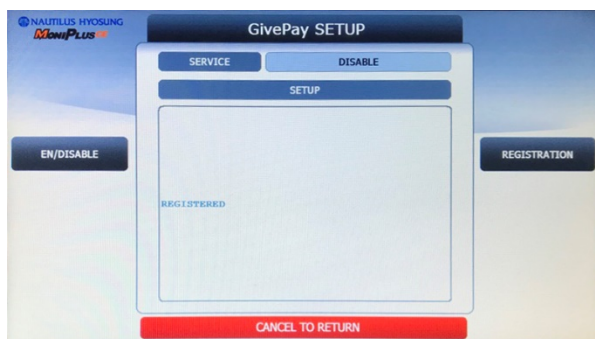
3. In "Customer Setup", select the button for "Optional Function 1".



4. In “Optional Function 1”, select the button for “Other Transaction”.
5. In “Other Transaction”, select the button for “GivePay”.



6. Once in the “GivePay Setup”, toggle the “EN/DISABLE” button until the service shows “ENABLE”.
7. Press the button for “Register” and await the confirmation that the registration was successful. If the registration fails, contact GivePay Support using the information in the Support section.



## Configuring RMS

The GivePay Gift Card Mall, in addition to periodic updates, also requires MoniView to provide promotional packages and brand support updates. Configuration with GivePay's managed MoniView service should only be necessary if the terminal in question is not currently configured for a remote management system which uses MoniView connectivity.

1. Access the Operator Program by entering the access key combination followed by the Master password when prompted.
2. Select the button for "Host Setup"
3. Select the button for "Remote Monitor"
4. Select the button for "RMS Status Send En/Disable"
5. If the "STATUS SEND" field is set to "DISABLE", select the button for "Status Send En/Disable" to enable the feature.
6. Configure the following parameters on the current screen:
  - **URL:** ENABLE
  - **Interval:** 4
  - **RMS Retrial:** 0
  - **Listening Port:** 9999
  - **Address:** MV1.GIVEPAY.US
7. Select the button for "Connection Test" and verify the operation is successful.

If the procedure above results in a failure of the connection test, verify the configured parameters, and then call GivePay Support using the contact information provided in the Support section.

## Enabling the GivePay Welcome Screen

The GivePay welcome screen encourages existing users and potential customers to use your ATM. Enabling the welcome screen is highly recommended and required, in some cases.

1. Access the Operator Program by entering the access key combination followed by the Master, Operator, or Service password when prompted.
2. Select the button for "Customer Setup"
3. Select the button for "Advertisement"
4. Select the button for "Welcome Advertisement"
5. Perform the following actions for screens 1 and 2:
  - a. Press the respective button for the screen
  - b. Use the "En/Disable" button to toggle the screen state to "Enabled"
  - c. Press "CANCEL"

## Changing the Upsell Option

GivePay can be configured to appear in multiple locations on the ATM. These locations are:

- Individual Only – GivePay only appears on the main menu
- Piggy-back Only – GivePay only appears as an upsell during a withdrawal transaction
- Both – GivePay will appear as both an option on the main menu as well as an upsell transaction

To change this option:

1. Access the Operator Program by entering the access key combination followed by the Operator or Service password when prompted.
2. Select the button for "Customer Setup"
3. In "Customer Setup", select the button for "Optional Function 1"
4. In "Optional Function 1", select the button for "Other Transaction".
5. In "Other Transaction", select the button for "GivePay"
6. In the "GivePay Setup" menu, use the "Up-Sell" button to cycle through the options until "Up-Sell" is set to the desired option.

For the most effective configuration, GivePay recommends setting the Upsell option to "Both".



## Wireless Modem Interoperability

The GivePay Gift Card Mall supports wireless and wired communication configurations. The following vendors have known-working configurations and are educated in the GivePay Gift Card Mall's communication requirements:

- OptConnect
- DPL
- Ventus Wireless
- Contour Networks (LTE only)
- WTI Wireless

There may exist other functional wireless vendors and, as they become known, will be added to this list. If you have a specific configuration or do not see your wireless vendor listed above, please contact GivePay support using the information in the Support section.

## Troubleshooting

### An attempt to register the terminal fails

Ensure the following statements are true:

- The terminal meets the specifications listed in the System Requirements section.
- The terminal has been boarded in the GivePay Portal and is in the "Pending Activation" state.
- The Terminal ID is listed correctly in the GivePay Portal.
- The manufacturer of the terminal is listed correctly in the GivePay Portal.

*If the Terminal ID or the manufacturer listed in the GivePay Portal is incorrect, or if the terminal is not in the "Pending Activation" state, contact GivePay using the contact information in the Support section.*

For terminals using a wireless internet connection:

- If an attempt to register a terminal fails immediately, ensure that the DNS address is 8.8.8.8.
- If an attempt to register a terminal fails after a delay, contact your wireless provider (i.e. OptConnect, DPL, etc.), and ask them to configure your wireless modems for use with GivePay.

For terminals using a direct ethernet connection:

- If using DHCP, ensure that DHCP is enabled.
- If using Static IP, ensure that the DNS address is 8.8.8.8.

### Something else is wrong

For all other troubleshooting inquiries, contact GivePay using the contact information in the Support section.

## Support

GivePay support works M–F 8:00AM–6:00PM CST/CDT.

Phone (toll-free): +1 (833) GIVEPAY (488-3729)

Phone: +1 (817) 953-8334

Email: [support@givepay.us](mailto:support@givepay.us)

Online: <https://www.givepay.us/support/>