



**Get ready for
your terminal**


Elavon[®]

Thank you for ordering your new card payment terminal

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

Important things to check before installing your terminal

Please take a moment to complete the following terminal and internet checks to ensure that all of the necessary connectivity and access requirements are available.



1 Terminal checks

It's important that you check that everything your terminal will need to operate correctly is in place before installing your terminal. To do this simply find the terminal you have ordered in the following table and complete the tick boxed requirements.

If you are not able to confirm that all of your terminal technical requirements are available then please contact us immediately and we will help you work through next steps. When it comes to checking your connectivity options, it may not be necessary to tick all options, but certainly the ones you are choosing to use as your main and back-up options.

| Terminal | What do I need? | Check |
|---|---|-------|
| Poynt P5 and P61B A smart terminal for seamless wireless activity anywhere in your business | <ul style="list-style-type: none"> For internet connection, an internet port within 6ft / 2m of the terminal's location and broadband speed of a minimum 5mb download and 2mb upload For GPRS connection, broadband speed of a minimum 5mb download and 2mb upload. Our multi carrier SIM card will be provided For WiFi connection, the network must be password protected, and not available for public use that supports 802.11 a/b/g/n and dual channel 2.4, 5 GHz operation | |
| Ingenico DESK 5000 Fixed counter-top terminal with optional PIN pad and Smartlink integration | <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 For Smartlink integration connecting till and terminal via USB or serial port, one available USB or serial port on the till | |
| Ingenico MOVE 5000 A portable tri-comms terminal for payments on the move | <ul style="list-style-type: none"> Mains electricity supply for the base charging station, within 6ft / 2m of the terminal's location For Bluetooth connection via the internet, an internet port within 6ft / 2m of the terminal's location For GPRS connection, if you have difficulties using your mobile phone at your location it's worth considering another type of terminal connection For WiFi connection, a WiFi network with 2.4 GHz wireless frequency and not available for public use, plus... If home or small business, WPA / WPA2 encryption If enterprise / managed access, authentication with EAP-MD5, EAP-TLS, EAP-TTLS, EAP-PEAP v0 to RADIUS server, Login / password process caters for a standard RADIUS server interaction with no web login page | |
| Ingenico LANE 3000 PIN pad only Fixed counter-top terminal (Smartlink Integration only) | <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 For sharing till's internet connection, a suitable USB / Ethernet adapter | |





Internet checks

When data is sent or received over the internet, it is sent to an IP (Internet Protocol) address and a specific port. 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.

If using DHCP

Ensure a correct DNS1 and DNS2 address is passed from the router / DHCP server. It is recommended that DNS1 and DNS2 are populated.

If using static IP

The following details are required:

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

You will require two DNS server addresses for Tetra terminals. If a secondary DNS address is not known, a public DNS can be used.

Your firewall configuration needs to include a DNS address access. The MAC address of the terminal can be provided at the time of installation if required for firewall configuration.

If using Smartlink integration

Till and terminal need to communicate together via six different ports (listed in the table on the next page) 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.



Internet checks (continued)

| 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 P5 and P61B - 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://motherhip-eu.poynt.net | |
| | | https://billing-eu.poynt.net | |
| | https://s3-eu-west-1.amazonaws.com | | |
| Customisable applications (if relevant) | | | |
| Gift Card - Savvy TLS1.2, primary connection | ssl9.tnsi.eu.com | 188.94.133.139 | 46328 & |
| Gift Card - Savvy TLS1.2, secondary connection | | 188.94.132.11 | 45843 |
| IHG (UK only) | ssl12.tnsi.eu.com | 188.94.133.35 | 44396 |
| | | 188.94.132.35 | |
| Alternative payment methods - Alipay and WeChatPay | https://transaction.pmg.elavongateway.com | | |
| Smartlink integrations | | | |
| Printing | Terminal initiated | Network specific | 5187 |
| DoTransaction | Till initiated | Network specific | 5188 |
| GetPedState | Till initiated | Network specific | 5189 |
| Events | Terminal initiated | Network specific | 5190 |
| DoSettlement | Till initiated | Network specific | 5191 |
| DoMobileTopUpSettlement | Till initiated | Network specific | 5192 |

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