

Quick Start Guide

POS TERMINAL
CCV



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1. Introduction

This Quick Start Guide will assist you with installation and support of the POS solution used by Computop.

The CCV POS terminals used by Computop are based on PCI-certified hardware from the manufacturer PAX. For a smoother user experience, the menu navigation is generally standardized. There may be deviations due to technical expansions and functional enhancements that may result from these changes.

The hardware installation and the hardware description of the POS terminal are not part of this guide.

Marked as "Optional"

Functions marked "optional" in this software description may not be enabled/visible in your application. [Computop Sales](#) can activate these functions for you if required.

2. Basics

2.1 POS terminal ID

Each POS terminal has a unique POS terminal ID. The POS terminal ID is linked to the associated device serial number.

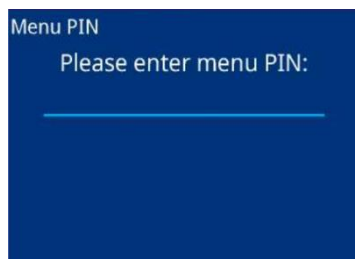
Only the unique serial number of a terminal can be activated using the associated POS terminal ID.

2.2 Service menu

The service menu of the terminal is protected by a PIN. This is: **3333**

Note: Please share this information/PIN only with those employees who need it.

In the protected area of the service menu, basic settings of the POS terminal can be changed. In the event of incorrect configuration, this can lead to the terminal no longer working correctly or no longer being ready for operation.



There are three menu authorization classes

- Cashier → PIN: **1111**
- Manager (contains cashier-level menu items) → PIN: **2222**
- Technician (all menu functions available) → PIN: **3333**

Depending on the menu PIN entered, only the menu items permitted for that authorization class are displayed.

2.3 Android settings

The password for the Android settings is **pax9876@@**

After entering the password, confirm using the check mark at the bottom right and then press the OK button again.



2.3.1 Server configuration parameters

The following connection data may have to be taken into account on the firewall to ensure successful connection to the server.

2.3.2 IP parameters

Live host connection data

- IP: 80.72.139.165
- Port: 9015

TEST host connection data

- IP address: 217.86.142.9
- Port: 9023

2.3.3 Cellular network parameters

A SIM card from TNS must be inserted in the terminal for use. The data for the TNS SIM card is transferred automatically when the terminal is booted.

Connection data for cellular network

- Provider: TNS
- Access Point Name: m2m.tns.prod1
- APN user name: (empty)
- APN password: (empty)

3. POS terminal startup

New POS devices are usually delivered to the retailer pre-configured. For this reason, there is generally no need to perform the startup procedure for the POS terminal. All that is necessary is to configure a communication module for operation via LAN or wireless LAN (WLAN). A device with a SIM card is pre-configured and ready for use.

POS terminal startup is mandatory if the device has been reset to factory settings or if the device was delivered unconfigured.

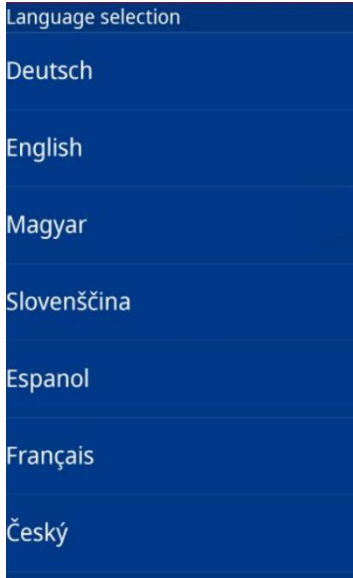
3.1 Startup procedure

Startup



Press the green button here to start the startup assistant.

Language selection



Various languages are available for language selection. English was selected for the description.

POS TerminalID entry



Here, enter the POS Terminal ID you received with the onboarding information.

Reentering the POS TID



Initiation

Please reenter the terminal ID:

00000000

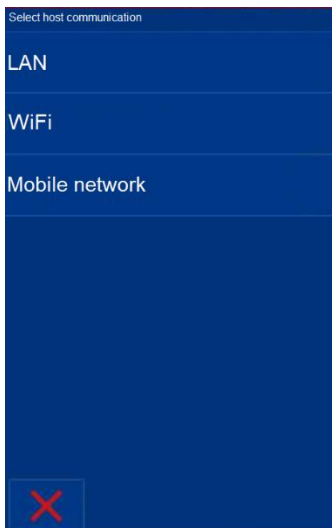
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
-	0	+

Enter the POS Terminal ID again to confirm.

Register

To connect to a cash register, select “Yes” (green check mark). Otherwise, select “No” (red X). The optional configuration for register operation can be found under the “Register” menu item.

Selecting host communication



Select host communication

LAN

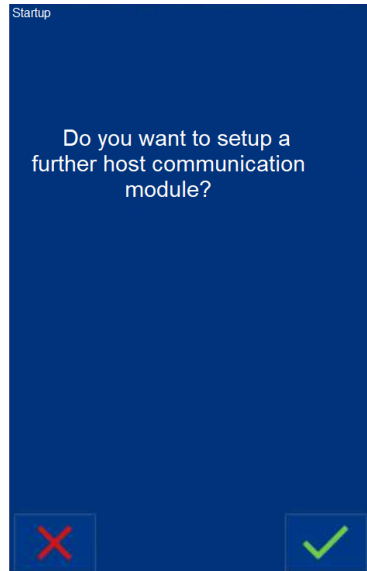
WiFi

Mobile network

X

Please proceed with communication module setup as described in **Setting up communication modules**.

Startup



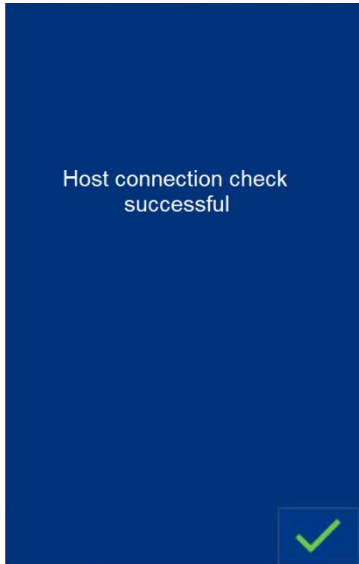
Wi-Fi can still be set up if the wireless LAN (WLAN) communication module is also present in the terminal, Wi-Fi can still be set up.

The terminal now tries to dial up and it checks the network settings.

Note:

When starting up after the factory setting, a successful connection must have been established so that all necessary data could be loaded. If this is not successful, the terminal is not ready for use.

Startup



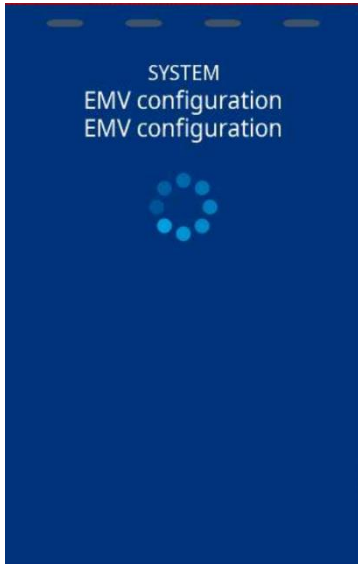
Confirm the query by selecting the green check mark.

Please wait



An attempt is now made to establish a connection to the server.

EMV configuration and diagnosis



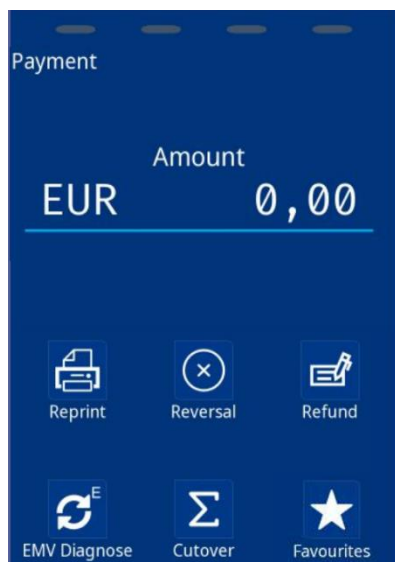
An EMV diagnosis is now carried out and all configuration settings for card processing are loaded.

Operation performed



Startup is now complete.

Amount entry

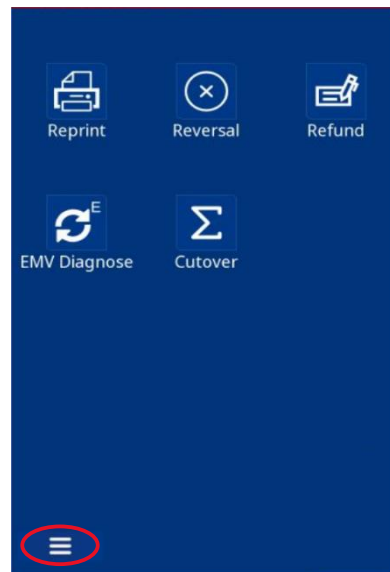
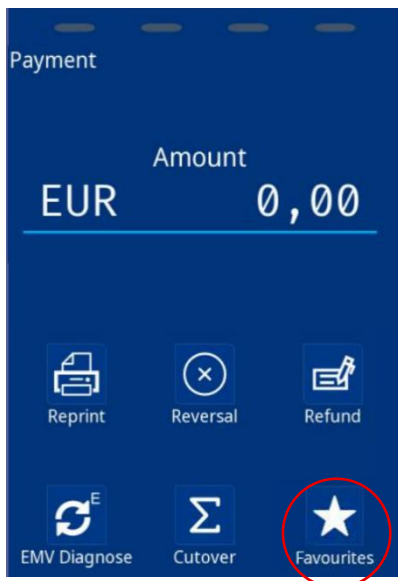




The terminal now shows the amount entry screen and can process payments.

3.2 Setting up communication modules

To access the network configuration menu:

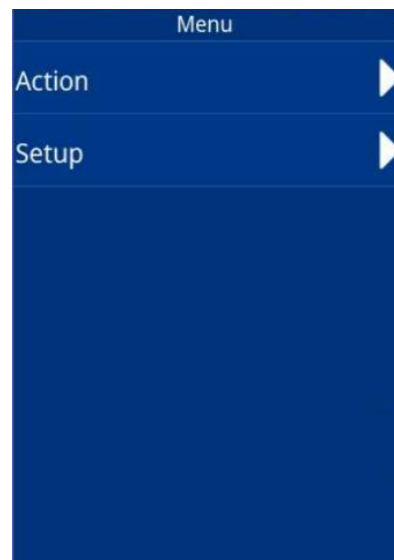
In stand-alone mode, press the **Favorites**  button and then the **MENU**  button at the bottom left.



With cash register mode active, the menu is called up by pressing the **STOP**  and **CORR**  buttons one after another with a lag of 1-2 seconds.

Android Screen (e.g. A920 or A77):

In stand-alone mode, please press the button  at the bottom right. The main menu then appears.



3.2.1 LAN configuration

Connection via LAN is provided for terminals with a LAN port. For this, a network cable must be connected to the terminal's LAN port.

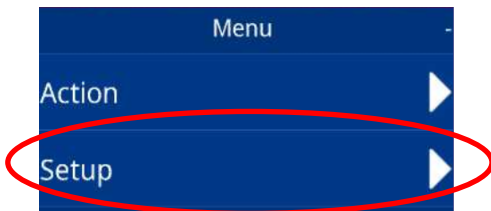
The manuals for the CCV terminals can be found under the link below. They describe how to connect the network cable to the various devices.

<https://www.ccv.eu/de/service-support/businesspartner/download-bar/>

Now connect the LAN cable to the terminal.

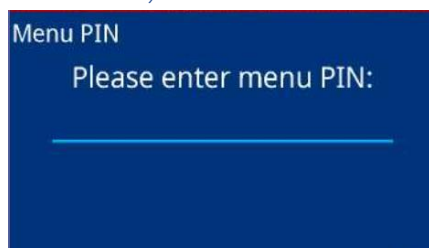
Note: The setup using DHCP described here represents the default configuration.

Main menu



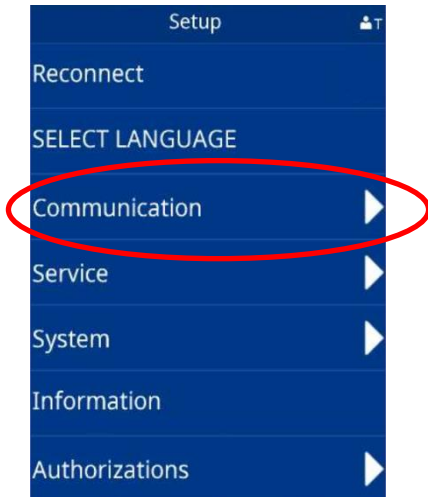
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



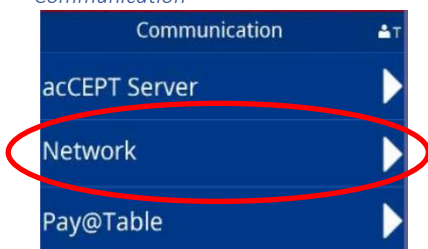
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



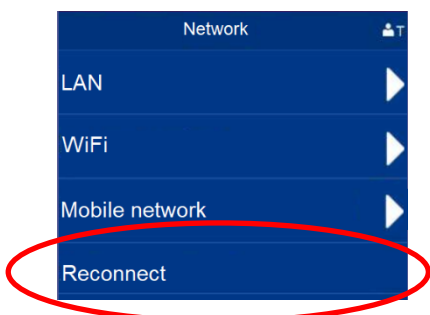
In the Setup menu, call up the **Communication** menu item.

Communication

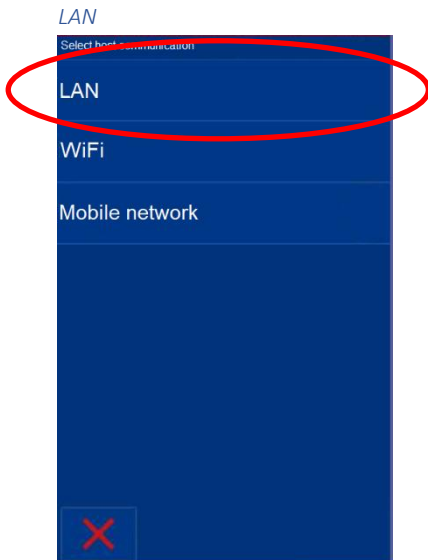


In the Communication menu, call up the **Network** menu item.

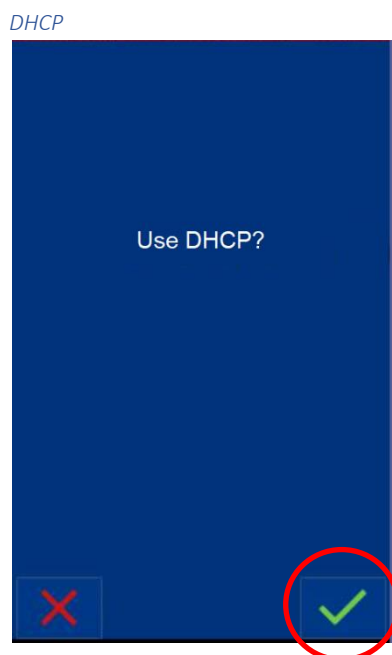
Network



In the network menu, call up the **Reconnect** menu item.



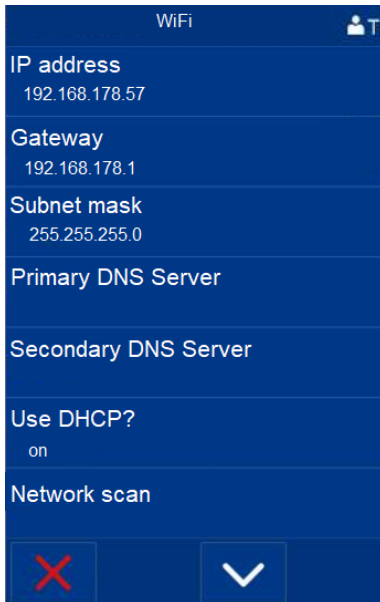
Now select the **LAN** menu item.



The Dynamic Host Configuration Protocol (DHCP) is a communication protocol used in network technology. It enables a server to assign the network configuration to clients.

If DHCP is active in your network, confirm the query by selecting the green check mark. Alternatively, a fixed IP address may also be assigned. In this case, press the red X and enter the IP address, subnet mask and gateway manually on the following screen.

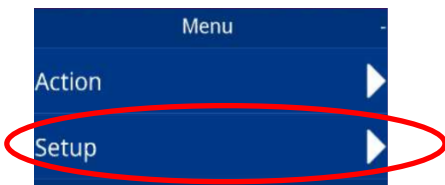
Manual LAN settings



If you deselected DHCP on the previous screen, you can now manually set the IP address, subnet mask and gateway manually. You can also enter two DNS servers here.

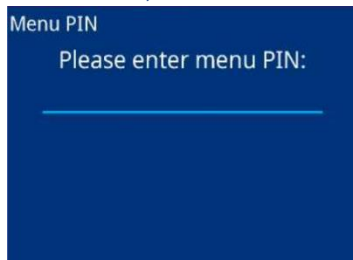
3.2.2 Wi-Fi configuration

Main menu



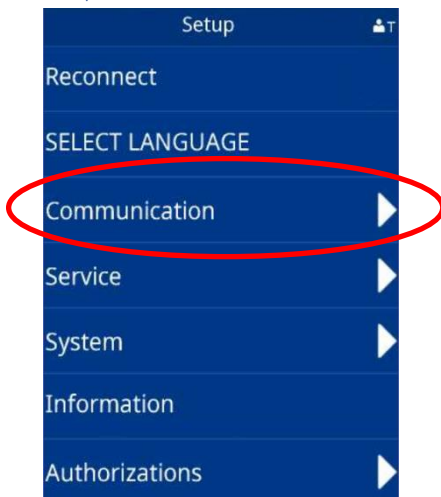
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



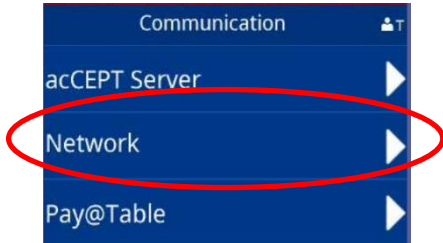
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



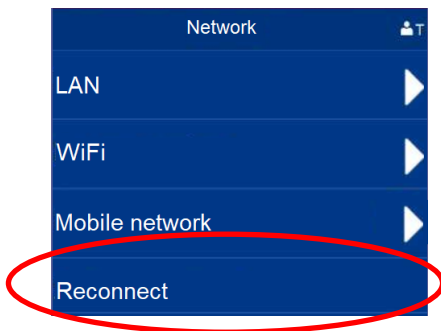
In the Setup menu, call up the **Communication** menu item.

Communication



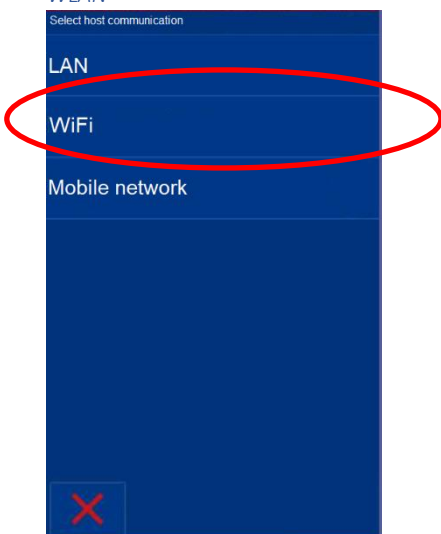
In the Communication menu, call up the **Network** menu item.

Network



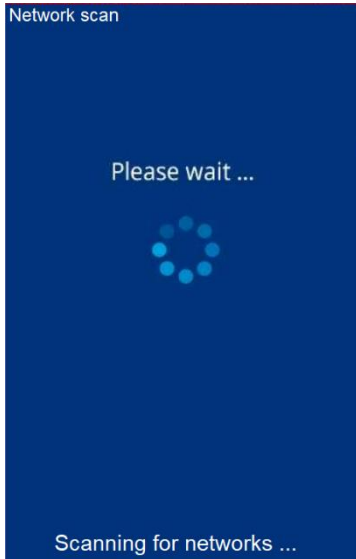
In the network menu, call up the **Reconnect** menu item.

WLAN



Now select the **WiFi** menu item.

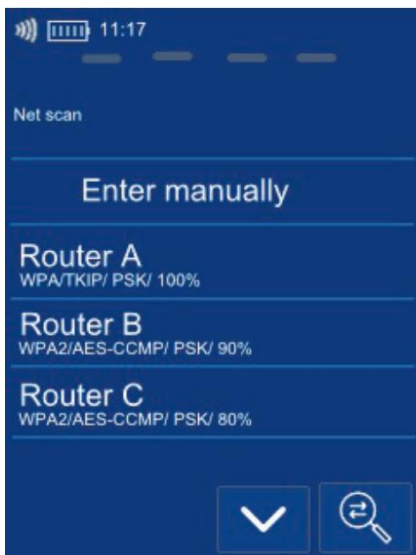
Search



It will automatically search for available and visible wireless local area networks.

List of networks

Select your wireless network SSID from the list.



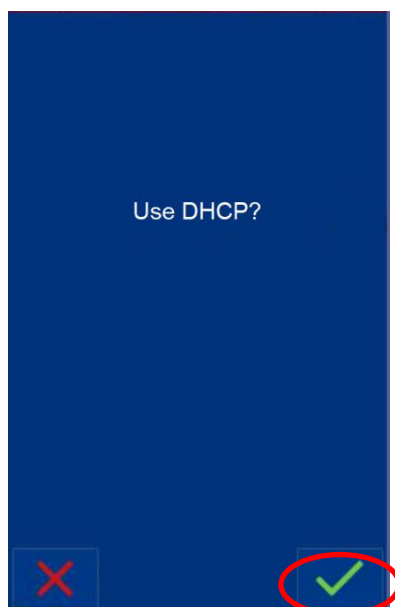
Network key



Enter the network key for the selected wireless network here.

DHCP

The Dynamic Host Configuration Protocol (DHCP) is a communication protocol used in network technology. It enables a server to assign the network configuration to clients.



If DHCP is active in your network, confirm the query by selecting the green check mark. Alternatively, a fixed IP address may also be assigned. In this case, press the red X and enter the IP address, subnet mask and gateway manually on the following screen.

3.2.3 Cellular network configuration

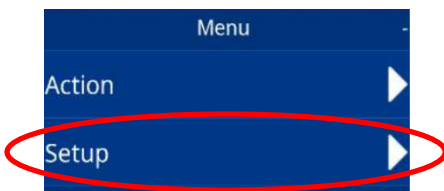
The mobile network is intended for use with the following devices only:

- **CCV Mobile Premium**
- **CCV Mobile A920 (Android-based)**
- **CCV CCV Fly A77 (Android-based)**

The SIM cards are from TNS and are supplied with the order. The SIM cards are pre-configured as well. A configuration is only necessary if a SIM card was ordered at a later time and then inserted.

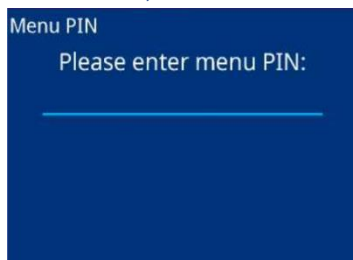
Note: The following menu navigation for configuration is not necessary for Android-based terminals, where the values for the SIM card are automatically adopted for the Android settings.

Main menu



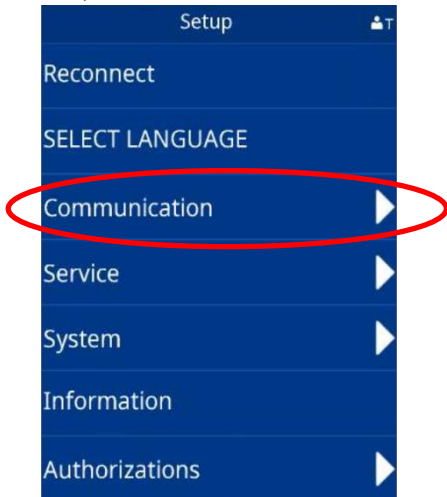
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



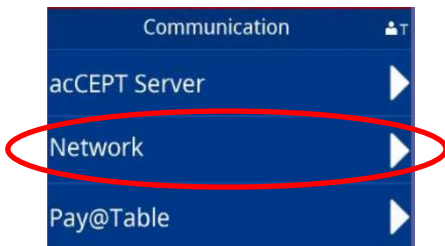
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



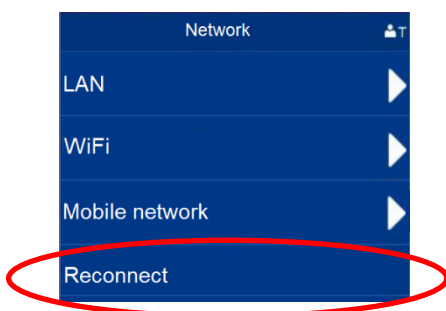
In the Setup menu, call up the **Communication** menu item.

Communication



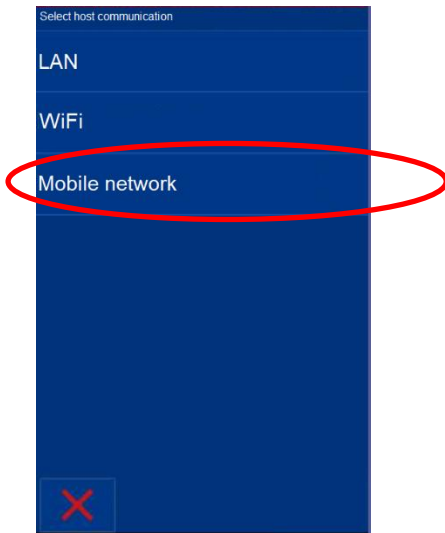
In the Communication menu, call up the **Network** menu item.

Network



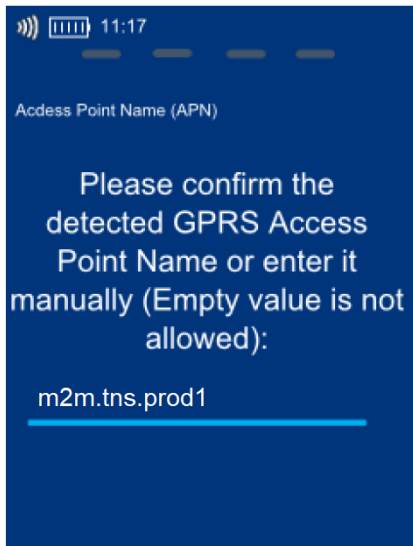
In the network menu, call up the **Reconnect** menu item.

Cellular network



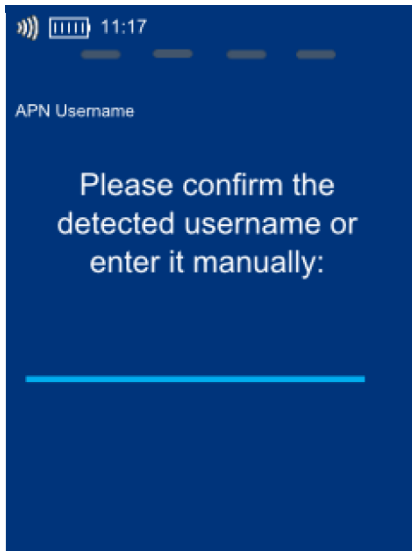
In the Reconnect menu, call up **Mobile Network** menu item.

Access Point Name



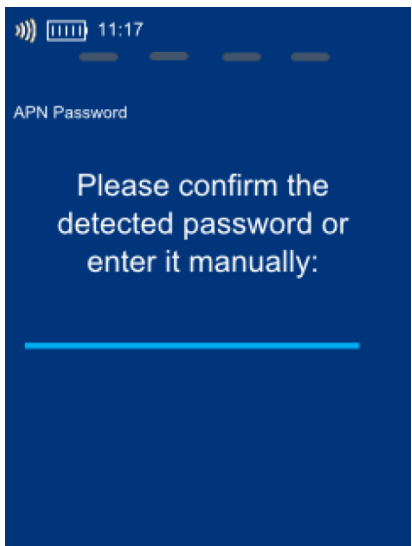
The Access Point Name is already set; confirm with the **OK** button.

APN user name



Leave this empty and confirm with the **OK** button.

APN password

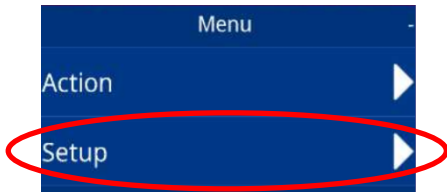


Leave this empty and confirm with the **OK** button.

3.2.4 Android network configuration

The Android network configuration is intended for Android-based terminals.

Main menu



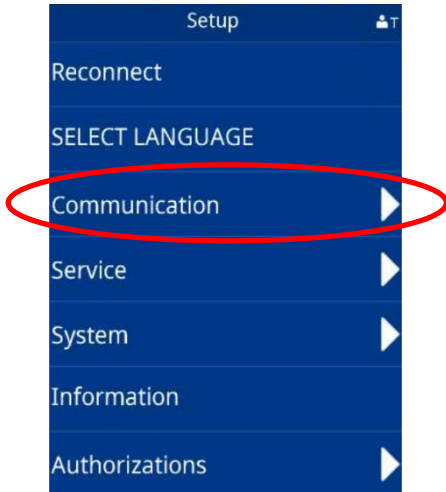
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



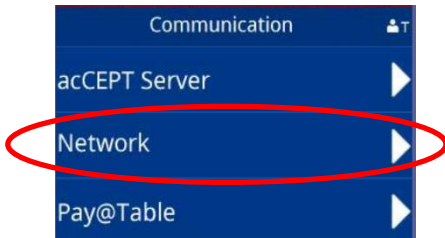
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



In the Setup menu, call up the **Communication** menu item.

Communication

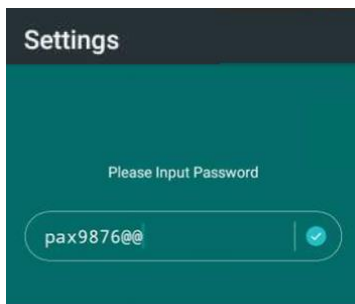
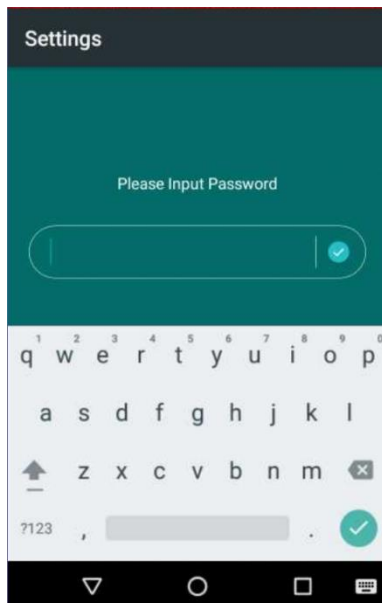


In the Communication menu, call up the **Network** menu item. The Settings menu of the operating system (Android) is then called up

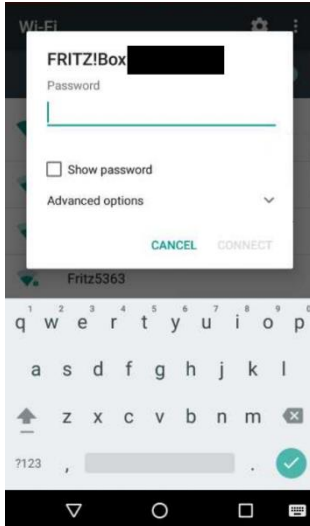
Android Setup menu

The password for the Android settings is **pax9876@@**

After entering the password, confirm using the check mark at the bottom right and then press the OK button again.



Under the **WLAN** menu item, you can select your Wi-Fi network. Then enter the Wi-Fi network key there.



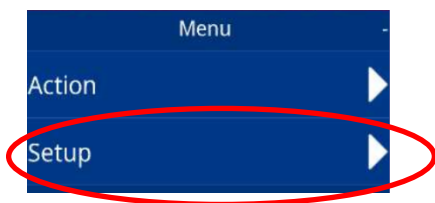
3.3 Register interface (optional)

Make sure that a register connection is required and also consult your register manufacturer regarding setup and other questions.

The cash register connection via the OPI protocol is described below. For other protocols, please contact the helpdesk.

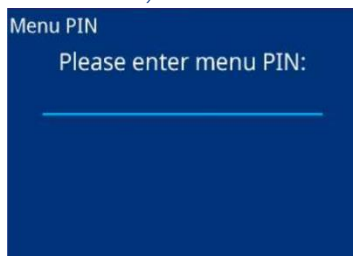
3.3.1 Cloud POS Interface (CPI)

Main menu



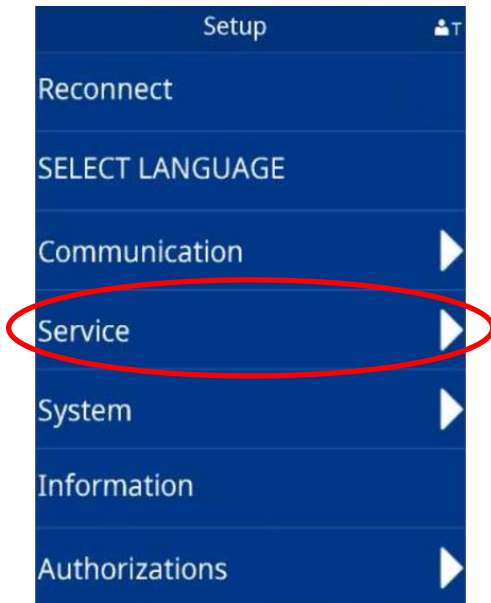
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



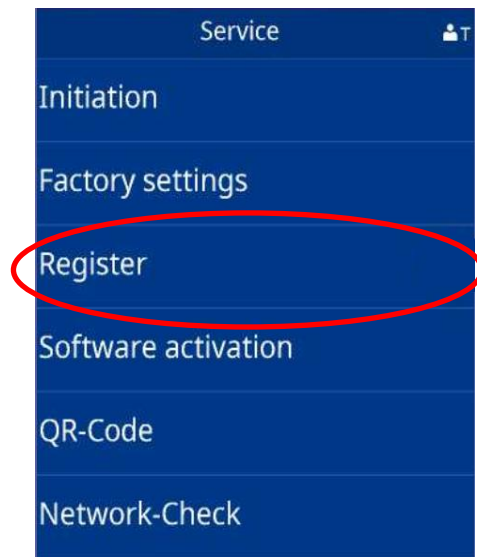
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



In the Setup menu, call up the **Service** menu item.

Service



In the Service menu, call up the **Register** menu item.

Register



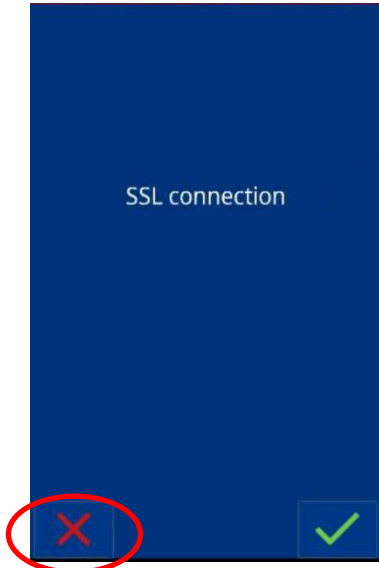
Confirm your choice by selecting the green check mark.

Register protocol



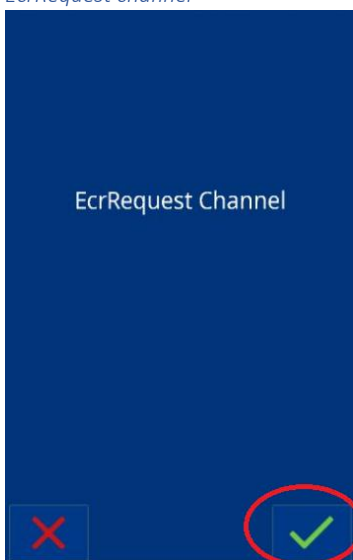
Please select the **CAT** register protocol here.

SSL



Deselect the **SSL** option by pressing the red X.

EcrRequest channel



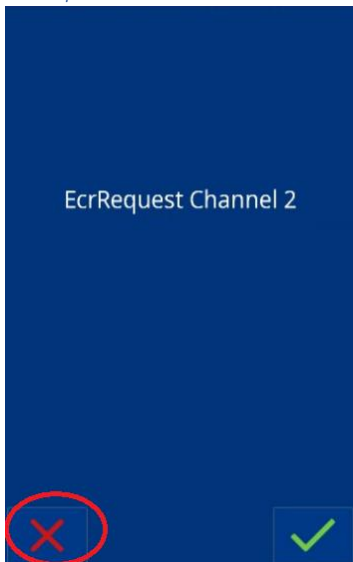
Confirm your choice by selecting the green check mark.

EcrRequest channel port

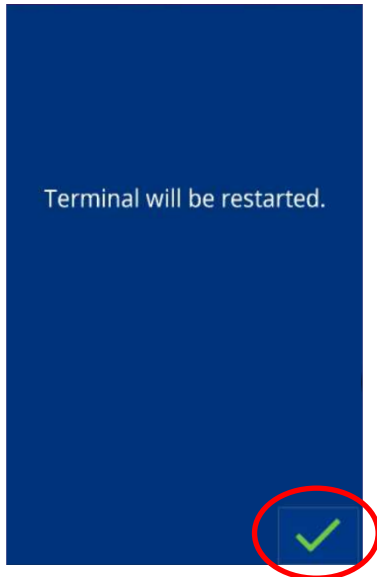


Please enter the standard port 9044 here and confirm with the green tick.

EcrRequest channel 2



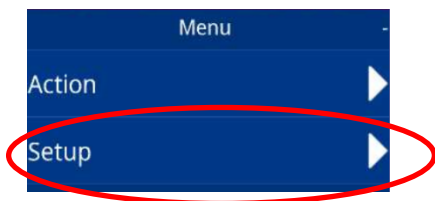
A second EcrRequest channel is not provided in the default configuration. Press the red X.

Terminal restart

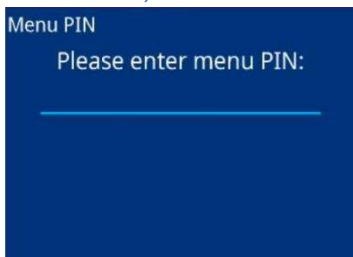
After completing the register configuration, the terminal must be restarted.

Confirm your choice by selecting the green check mark.

3.3.2 Open Payment Initiative (O.P.I.)

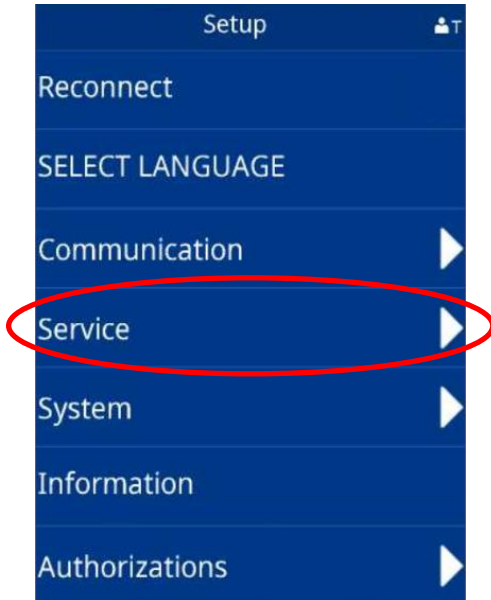
Main menu

After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry

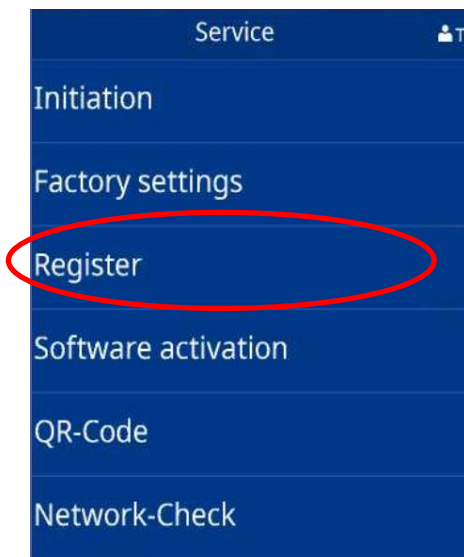
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



In the Setup menu, call up the **Service** menu item.

Service



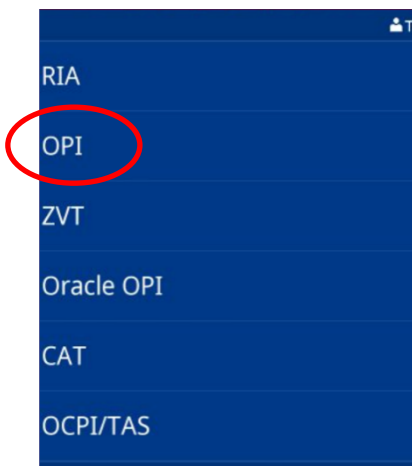
In the Service menu, call up the **Register** menu item.

Register



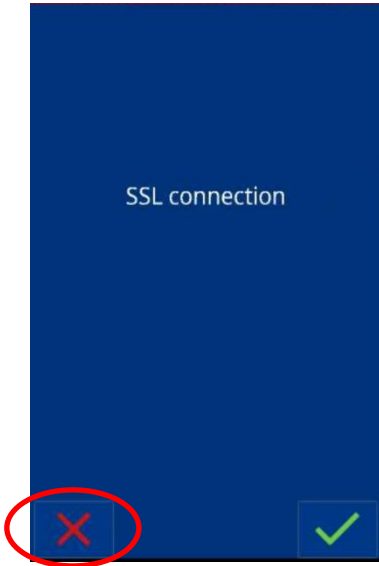
Confirm your choice by selecting the green check mark.

Register protocol



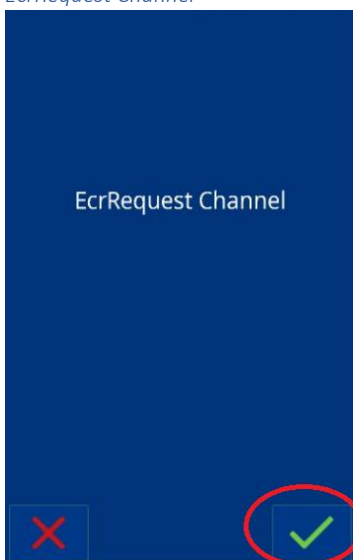
Please select the **OPI** register protocol here.

SSL



Deselect the **SSL** option by pressing the red X.

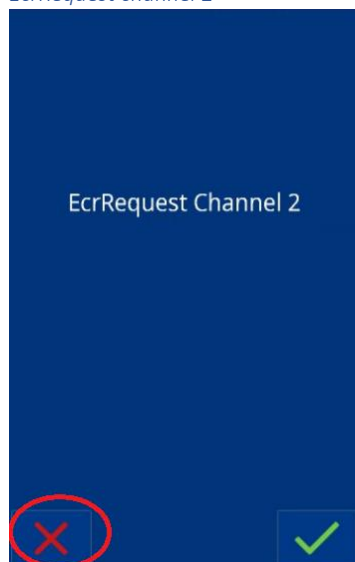
EcrRequest Channel



Confirm your choice by selecting the green check mark.

EcrRequest channel port

The default port is preselected, please confirm the selection with the green tick. Unless the cash register specifies a different port, in which case please enter the port manually.

EcrRequest channel 2

A second EcrRequest channel is not provided in the default configuration. Press the red X.

DeviceRequest channel



Confirm your choice by selecting the green check mark.

DeviceRequest channel port



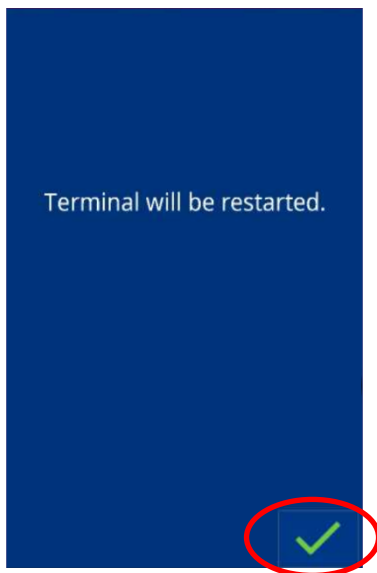
The default port is preselected; confirm your choice by selecting the green check mark. Exception: if the register specifies a different port, in which case please enter the port manually.

DeviceRequest channel 2



DeviceRequest channel is not provided in the default configuration. Press the red X.

Terminal restart



After completing the register configuration, the terminal must be restarted. Confirm your choice by selecting the green check mark.

Note:

Some registers require a new register login before the interface is ready. If in doubt, please consult your register integrator.

3.4 Energy-saving mode

Energy-saving mode only applies to the CCV Mobile Premium and is already preset.

In standby mode, the terminal is always ready. Power-off mode corresponds to the off state; i.e., the device must boot and establish the network connection.

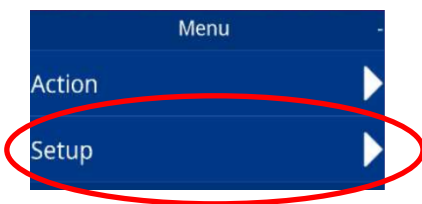
To wake up the device from energy-saving mode, simply press the **OK** button on the terminal.

Energy-saving mode configuration

Operation → Standby 1 → Standby 2 → Off

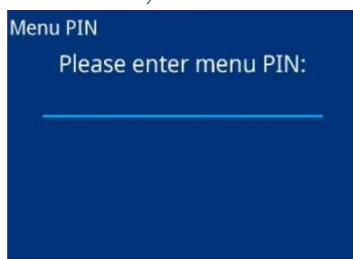
The times for the standby timers can be adjusted via the menu. To adjust the times, proceed as follows:

Main menu



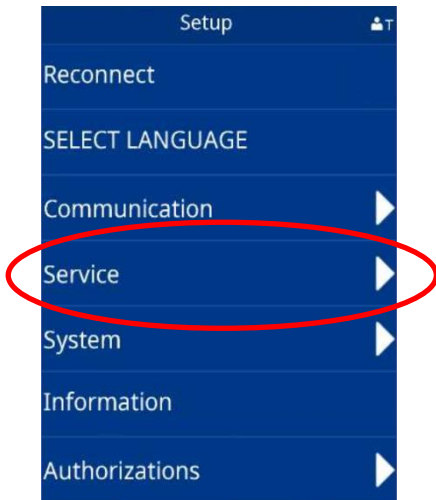
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



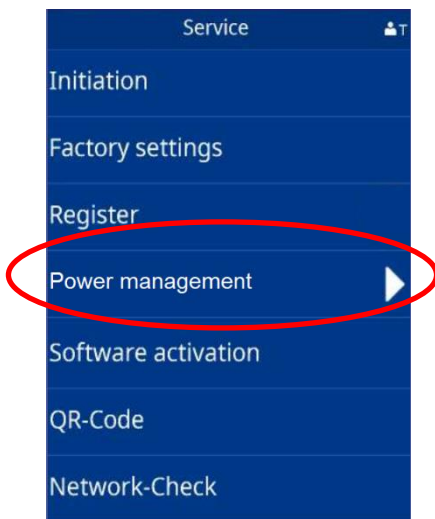
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



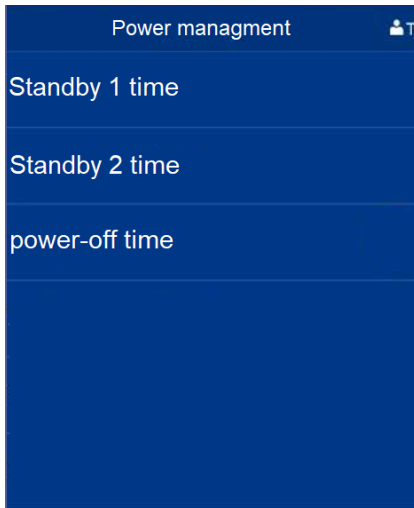
In the Setup menu, call up the **Service** menu item.

Service



In the Service menu, call up the **Energy management** menu item.

Energy management



Standby 1 time: Time specification in minutes until sleep mode is executed, without network disconnection.

Standby 2 time: Time specification in minutes until sleep mode is executed, with network disconnection.

Power-off time: Time specification in minutes until power-off mode. The terminal is shut down.

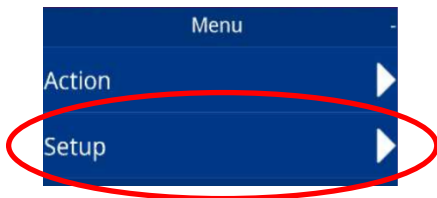
3.5 Factory settings

When resetting the settings to factory defaults, only the configurations set up for the network and the POS TID are reset. Transaction data are stored online at the server and are not deleted.

Note: Return to the factory settings only after consulting Computop Merchant Services.

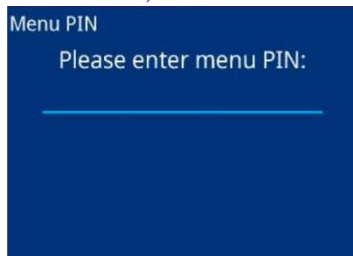
Reset to factory settings

Main menu



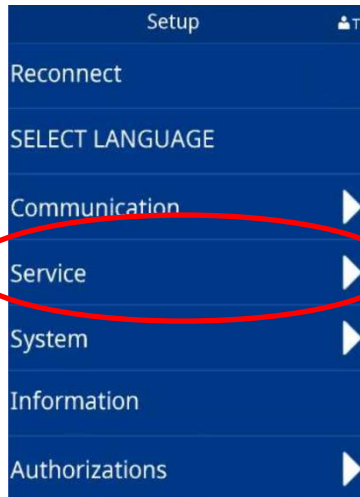
After calling up the menu, the main menu appears. Now call up the **Setup** menu item.

Menu PIN entry



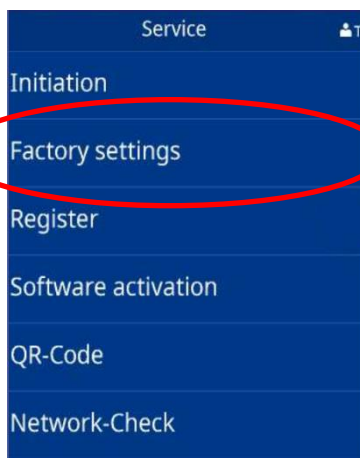
Enter the menu PIN: **3333**. The Setup menu is then called up.

Setup



In the Setup menu, call up the **Service** menu item.

Service



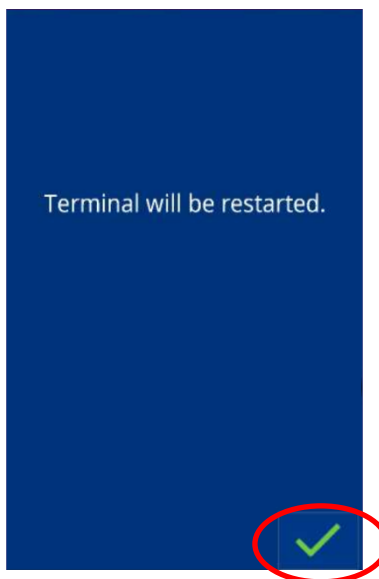
In the Service menu, call up the **Factory settings** menu item.

Factory settings



Confirm the reset of the factory defaults by selecting the green check mark.

Terminal restart



The terminal will restart after confirmation with the green check mark.

Startup




The startup routine follows. The next steps are described in Section [3.1 Startup procedure](#).

4. Additional functions

4.1 Cutover

If the manual cash register cut is enabled, transactions are posted using the cash register cut function. This contains the number and amount of sales made after the last cash cut.

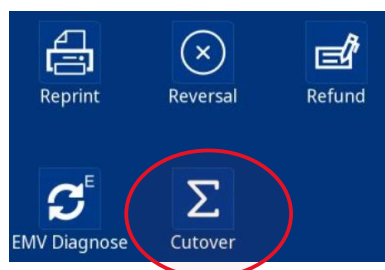
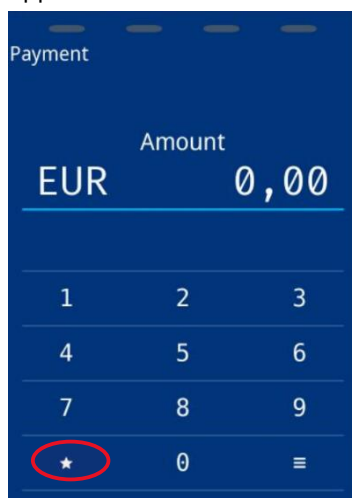
If the function is activated, a daily cash cut is required. If the manual cash cut function is not activated, the cash cut is carried out automatically.

In standalone mode, please press the button  **cutover**.



Android Screen (e.g. A920 or A77):

In standalone mode, please press the button  bottom left. The Favorites menu then appears.



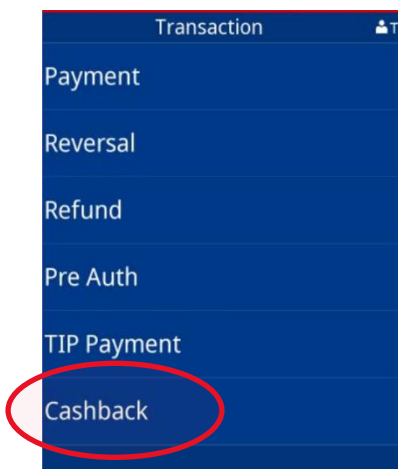
Example receipt of a cutover:

```
- Merchant receipt -  
  Cutover  
13.12.2024      11:55:47  
Terminal ID:    5081  
Trace No.:     000201  
Receipt No.:   119 - 140  
-----  
Card           Number      Total  
AMEX           2             15,00  
girocard       4             17,00  
Visa           8              1,00  
VPAY           1             -6,00  
Mastercard     2              6,00  
-----  
Amount:                33,00  
  
-----  
  Offene Reservierungen  
  
Card           Number      Total  
AMEX           1             22,00  
Visa           3             43,00  
Mastercard     1             19,00  
  
Cutover successful
```

4.2 Payments with Cashback (optional)

In this context Cashback refers to a cash payout for the customer. This is authorized together with the payment at the terminal.

In standalone mode, “Cashback” is located in the Transaction menu.



After calling up the payment with cashback, the payment amount is requested.

Cashback transaction



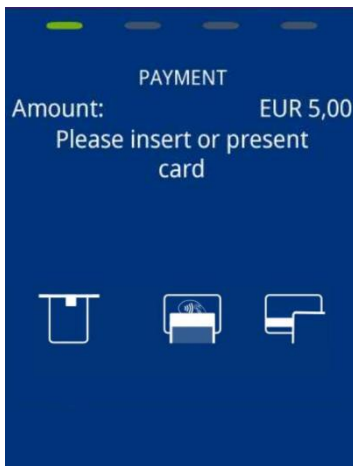
First enter the payment amount.

Cashback amount



Now enter the cashback amount.

Cashback with the total amount



The payment amount and the cashback amount are added together for the payment.

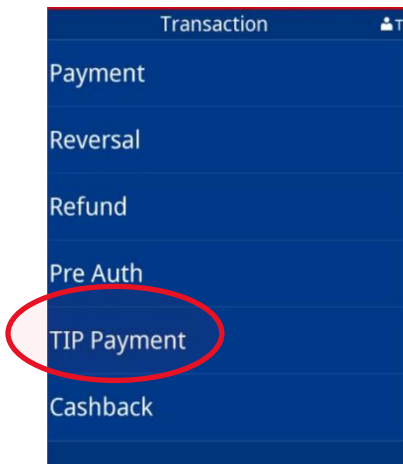
Example merchant receipt and customer receipt with Cashback

Merchant receipt	Customer receipt
<pre> - Merchant receipt - Card payment girocard Amount: EUR 3,00 Cashback: 2,00 Total amount: 5,00 Date: 12/13/24 Time: 11:06 AM Terminal ID: 5081 Trace No.: 000178 Receipt: 119 Card No.: #####7270 Sequence No.: 0001 Card data: contactless AID: 444 Further data: /0000048001///02 0300 EMV-AID: A0000003591010028001 Payment successful </pre>	<pre> - Customer receipt - Card payment girocard Amount: EUR 3,00 Cashback: 2,00 Total amount: 5,00 Date: 12/13/24 Time: 11:06 AM Terminal ID: 5081 Trace No.: 000178 Receipt: 119 Card No.: #####7270 Sequence No.: 0001 Card data: contactless AID: 444 Further data: /0000048001///02 0300 EMV-AID: A0000003591010028001 Payment successful </pre>

4.3 Payments with tip (optional)

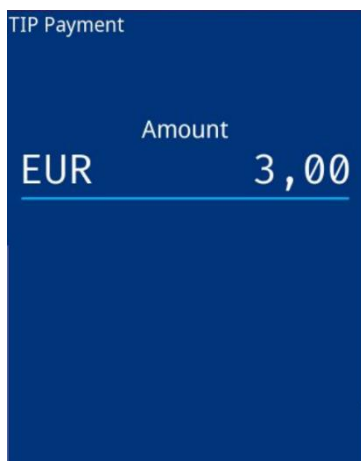
If tipping was requested and has been enabled, then payments can be made with tips.

In standalone mode, tip payment is located in the Transaction menu.



After calling up the Tip payment function, the payment amount is requested.

Tip-Payment



Please enter the payment amount here.

Tip amount



Now enter the tip amount.

Tip-Payment with the total amount



The payment amount and the tip amount are added together for the payment.

Example merchant receipt and customer receipt with Tip

```

- Merchant receipt -
  Payment
  DKB Visa Credit

Amount:          EUR 3,00
Tip:             EUR 2,00
Total amount:    EUR 5,00

Date: 12/13/24  Time: 11:18 AM
Terminal ID:     5081
Trace No.:      000180
Receipt:        121
Card No.:       #####0051
Sequence No.:   0000
Card data:      contactless
AID:            658
Merchant ID:    600037765
Further data: 0000000000//0410
000000/D84004F800/DC4000F800//
//5C39F34C/80
EMV-AID:        A0000000031010

Authorization successful
  
```

```

- Customer receipt -
  Payment
  DKB Visa Credit

Amount:          EUR 3,00
Tip:             EUR 2,00
Total amount:    EUR 5,00

Date: 12/13/24  Time: 11:18 AM
Terminal ID:     5081
Trace No.:      000180
Receipt:        121
Card No.:       #####0051
Sequence No.:   0000
Card data:      contactless
AID:            658
Merchant ID:    600037765
Further data: 0000000000//0410
000000/D84004F800/DC4000F800//
//5C39F34C/80
EMV-AID:        A0000000031010

Authorization successful
  
```


5. Overview of menu structure

