

# MagTek Card Reader Installation Instructions



## Qualifications

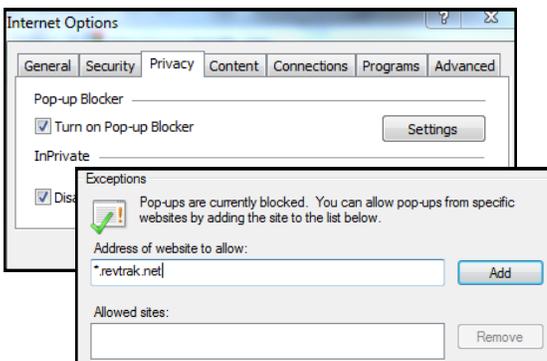


- The user must have computer administrator rights to install new software.
- The MagTek Card Reader must be plugged into the USB port of the PC (Windows-based computer.)
- A valid credit/debit card must be available for testing.



**Note** This process must be completed by a user with administrative rights to the PC. The Cashier must then duplicate the process, as the MagTek Card Reader Drive is tied to the User of the PC.

## Pop-Up Blocker



- Open Internet Explorer (version 9-11.)
- Click **Tools** then **Internet Options**.
- Select the **Privacy** tab.
- In the Pop-Up Blocker section, click **Settings**.
- In the “Address of website to allow” field, enter **\*.revtrak.net** and click **Add**.
- **Close** screen and click **Apply** then **OK**.

## Test Card Reader

CLICK ON THE IMAGE BELOW TO TEST CARD SWIPE



- Go to **www.RevTrak.com/CardReader** and click on the image.
- Click on the install bar (it may take a few seconds for the bar to load.)



**Note** If the install bar does not appear:

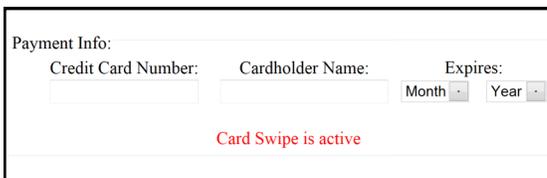
- Click **Tools, Internet Options, Security** tab.
- Slide the security bar to the bottom and click **OK** (you may change this setting back once card reader install is complete.)
- Refresh the Test Card Reader screen.



- When the pop-up appears asking for permission to install, click **Install** and follow the prompts.
- Swipe the credit or debit card. If the test is successful, a ‘Card Swipe is active’ message will appear. If the test is unsuccessful, review the Troubleshooting Tips on page 2 of this guide.



**Note** This test screen validates the ability of the MagTek card reader to read a credit/debit card. There is no attached payment gateway and the information is not retained.



- Close the browser.

## Portal Setup



- Open your RevTrak Portal and login with your Username and Password (provided by your Client Service Representative.)
- Click **Store Settings**, then click **Global Settings**.
- Scroll to Order Entry Options near the bottom of the screen.
  - Click the 'Mask Order Entry Account Numbers' checkbox so the customer's card account does not display during processing.
  - Choose your preferred OE Receipt Presentation from the dropdown.
  - Select **Wide** for network printer or **Narrow** for small receipt printers.



**Note** Small receipt printers require a different printing format:

- From your PC, click **Start, Printers & Faxes**, right click name of printer, **Properties, Advanced**.
  - Alternate choosing a setting on the PC and printing a Ribbon Receipt from the Portal until the best format is found.
- Click **Update this Item** and **Click here to return home**.

## Troubleshooting Tips

- Installation of the card reader is tied to the User. If the card reader was installed for a user who did not have administrative rights to the computer, the user will need to log in and repeat the previous process.
- If you experience an issue installing the MagTek card reader, you might not have ActiveX (Microsoft browser control) installed on the computer. ActiveX is the browser control for Internet Explorer and is required to process transactions with the MagTek card reader. Please use the following settings when installing ActiveX:
  - Allow ActiveX filtering
  - Download signed ActiveX controls
  - Run ActiveX controls and plug-ins
  - Script ActiveX controls marked safe for scripting\*
- Consult with your Technology Department to find out if they use Microsoft 'Group Policy Management' to manage software installations and to notify them of your new software installation.

## Helpful Hints

- To learn more about Order Entry, see the RevTrak Portal User Guide (how to process an Order Entry transaction, how to change printing preferences, etc.)