

Signature Capture

Feature Reference

Date: July 31, 2018



Verifone[®]

Signature Capture

This Feature Reference provides detailed information on how to configure and use the Signature Capture feature on two separate Verifone Site Controllers: Commander Site Controller and Sapphire.

Chapter one covers Signature Capture on the Commander Site Controller and Chapter two relates to Sapphire. Both chapters contain the subsections listed below:

- n **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Signature Capture feature on the related Site Controller.
- n **Using** - This section describes how to prepare the specific Site Controller for the Signature Capture feature.
- n **Configuring** - This section contains information on how to configure the Signature Capture feature on the related Site Controller.
- n **Reporting** - This section contains a sample report with a detailed report description for the Signature Capture feature on the specific Site Controller.

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Revision History

Date	Description
09/11/2015	Format Update.
09/18/2015	Added Commander Site Controller section and updated Sapphire section.
09/15/2016	Format Update.
04/18/2017	2017 copyright. Revised Commander Site Controller MX Series Device Requirements.
07/31/2018	Added Reporting Section with Transaction Viewer information.

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GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the Feature Reference.

Terms	Definitions
MOP	Method of Payment
PetroPAY	Verifone PetroPAY is the base PIN pad application for the MX 800 Series terminals, which are used with the Ruby and Topaz workstations.
PINpad	Customer keypad used for entering a personal identification number (PIN).
POS System	Includes the POS (Point of Sale) terminals, site controller and the Electronic Payment System (EPS).
Signature Capture	Electronically captures a signature when required for a network sale.
SMS	<ul style="list-style-type: none">• Site Management Suite for Commander• Sapphire Management Suite for Sapphire.
ViperPAY	Verifone ViperPAY is the base PIN pad application that is used with the Viper EPS Payment application which runs on the MX 830*, MX 850*, MX 860, MX 870, MX 880 and on all MX 900 Series hardware platforms.

1

COMMANDER

Overview

Feature Description

The Signature Capture feature electronically captures a signature when required for a network sale.

Signature Capture Attributes

- When a card is used and a signature is required, the customer is prompted for a signature on the MX Series PINpad.
- The printed receipt does not include a signature line, but depending on the configuration settings, may include the signature image.
- Signature Capture saves receipt paper by allowing the cashier to decide whether or not to print a merchant and customer copy.
- Signature Capture only applies when a signature is required.

Devices and Requirements

MX Series Device Requirements

- supported on the MX 830*, MX 850*, MX 860, MX 870, MX 880 and on all MX 900 Series
- the MX 830 and MX 850 support is based on the following part numbers:
 - MX 830: M090-307-04-R
 - MX 850: M090-207-01-R, M090-409-01-R, M094-209-01
- requires ViperPAY base 1.04.05 and higher for the MX 800 Series PINpads; base 2.0.0 and higher for MX 900 Series PINpads
- requires a 64 MB unit

Supported Hardware Configurations

- Commander Site Controller with Topaz / Ruby2
- RubyCi with Topaz / Ruby2

POS Requirements

All POS versions for Commander and ViperPay versions support Signature Capture.

Configuring Signature Capture

MX ViperPAY Configuration

Configuring Ethernet Settings on MX Series PINpads

1. Use the ViperPAY User's Guide to access the Configuration screen on the MX Series PINpad.
2. Select the **[Network Settings]** option (no serial settings).



The screenshot shows a configuration screen with the following fields and values:

IP Address:	192.168.31.126
TCP Port:	4000
Mask:	255.255.255.0
Gateway:	192.168.31.31

At the bottom of the screen are two buttons: "Back" and "Apply".

Value	Description
Ethernet Settings	
IP Address	<ul style="list-style-type: none">• 192.168.31.126 for station one.• 192.168.31.127 for station two. For each additional station, increment the last octet of the IP address plus one.
TCP Port	4000
Mask	255.255.255.0
Gateway	192.168.31.31

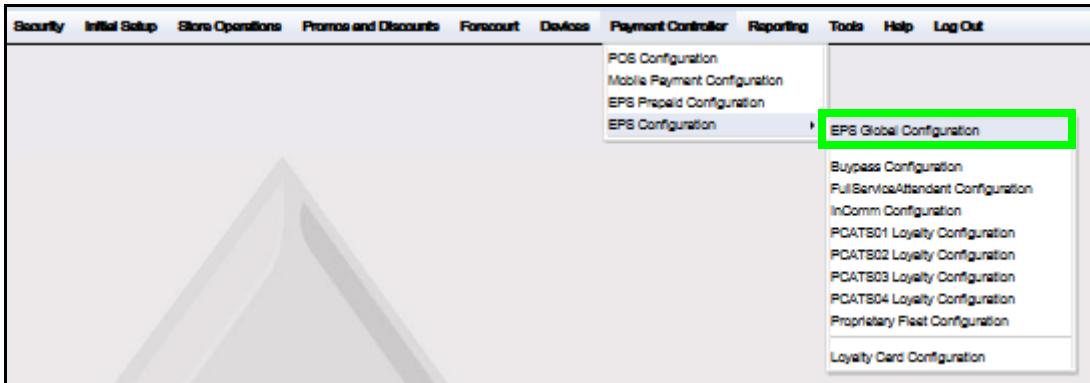
3. Select **[Apply]**.
4. The settings are saved and the terminal reboots.



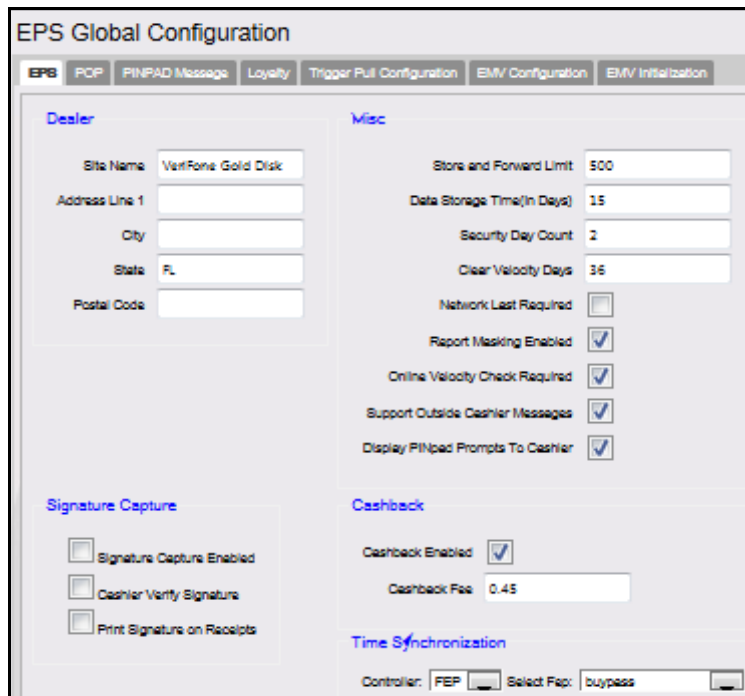
For detailed instructions see the ViperPAY User's Guide.

Configuring Signature Capture on Configuration Client

From the Configuration Client, go to: Payment Controller > EPS Configuration > EPS Global Configuration.



The EPS Global Configuration window displays.



The screenshot shows the 'EPS Global Configuration' window. The window has a title bar and a navigation bar with tabs: EPS, PCP, PINPAD Message, Loyalty, Trigger Pull Configuration, EMV Configuration, and EMV Initialization. The main content area is divided into several sections:

- Dealer:** Site Name (VeriFone Gold Disk), Address Line 1, City, State (FL), and Postal Code.
- Misc:** Store and Forward Limit (500), Data Storage Time (In Days) (15), Security Day Count (2), Clear Velocity Days (36), Network Last Required (checkbox), Report Masking Enabled (checkbox checked), Online Velocity Check Required (checkbox checked), Support Outside Cashier Messages (checkbox checked), and Display PINpad Prompts To Cashier (checkbox checked).
- Signature Capture:** Signature Capture Enabled (checkbox), Cashier Verify Signature (checkbox), and Print Signature on Receipts (checkbox).
- Cashback:** Cashback Enabled (checkbox checked) and Cashback Fee (0.45).
- Time Synchronization:** Controller (FEP) and Select Fax (bypass).

EPS Tab

1. From EPS Global Configuration, select the [EPS] tab.

The screenshot shows the 'EPS Global Configuration' window. The 'EPS' tab is selected. The 'Signature Capture' section is highlighted with a green box and contains the following settings:

- Signature Capture Enabled
- Cashier Verify Signature
- Print Signature on Receipts

Other visible settings include:

- Dealer:** Site Name: VeriFone Gold Disk, Address Line 1: 123 Johns Pass, City: Clearwater, State: FL, Postal Code: 33765.
- Misc:** Store and Forward Limit: 500, Data Storage Time(In Days): 15, Security Day Count: 2, Clear Velocity Days: 36, Network Last Required: , Report Masking Enabled: , Online Velocity Check Required: , Support Outside Cashier Messages: , Display PINpad Prompts To Cashier: .
- Cashback:** Cashback Enabled: , Cashback Fee: 0.45.
- Time Synchronization:** Controller: FEP, Select Fep: buypass.

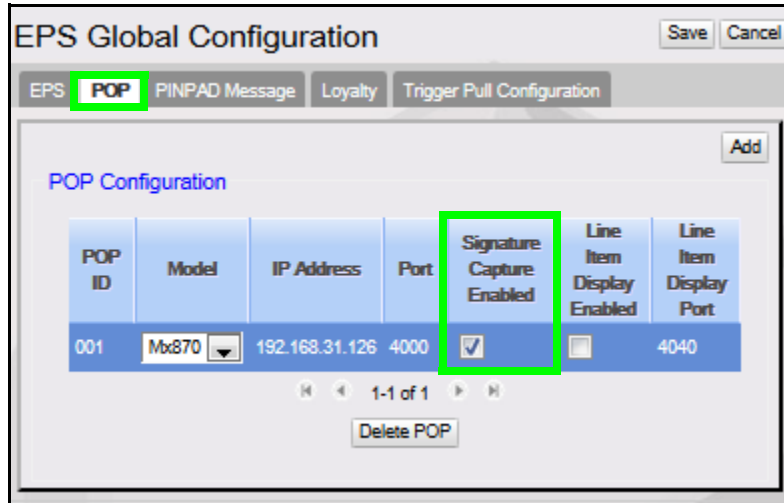
2. Configure the Signature Capture parameters:

Value	Description
Signature Capture	
Signature Capture Enabled	Enables the Signature Capture feature.
Cashier Verify Signature	Enables prompting the cashier to verify the signature.
Print Signature on Receipts	Enables printing a signature on all receipts.

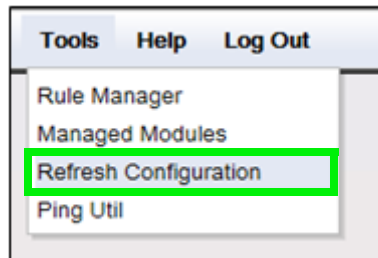
3. Select [Save] to accept, or [Cancel] to exit without saving changes.
4. For changes to take effect, exit out and log back in on each POS.

POP Tab

1. From EPS Global Configuration, select the **[POP]** tab.



2. Click to select and check the **[Signature Capture Enabled]** checkbox for each configured POP ID.
3. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.
4. To apply new settings, go to: Configuration Client > Tools > Refresh Configuration.

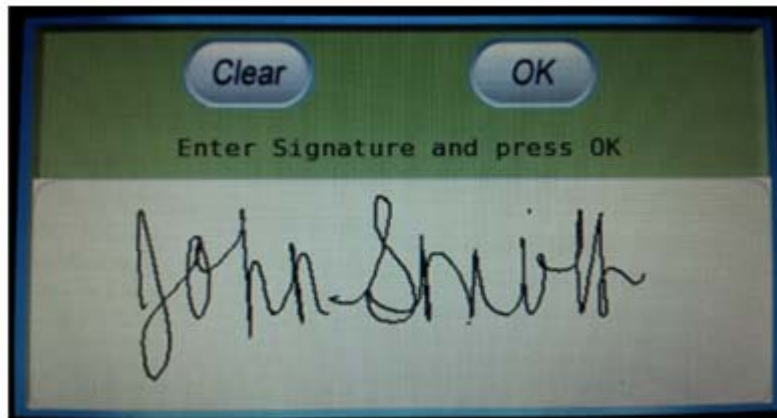


Using Signature Capture

General Transaction Steps

When Signature Capture is enabled, the transaction steps are as follows:

1. The customer signs their signature on the MX Series PINpad.



The signature from the MX Series PINpad will display in a window on the POS .



2. The cashier acknowledges the signature by selecting [OK].

3. A receipt prints with the signature image.



All three transaction steps are optional and depend on the site's configuration.

The signature image file is stored in the Commander transaction log as an image file, and is available for subsequent review.



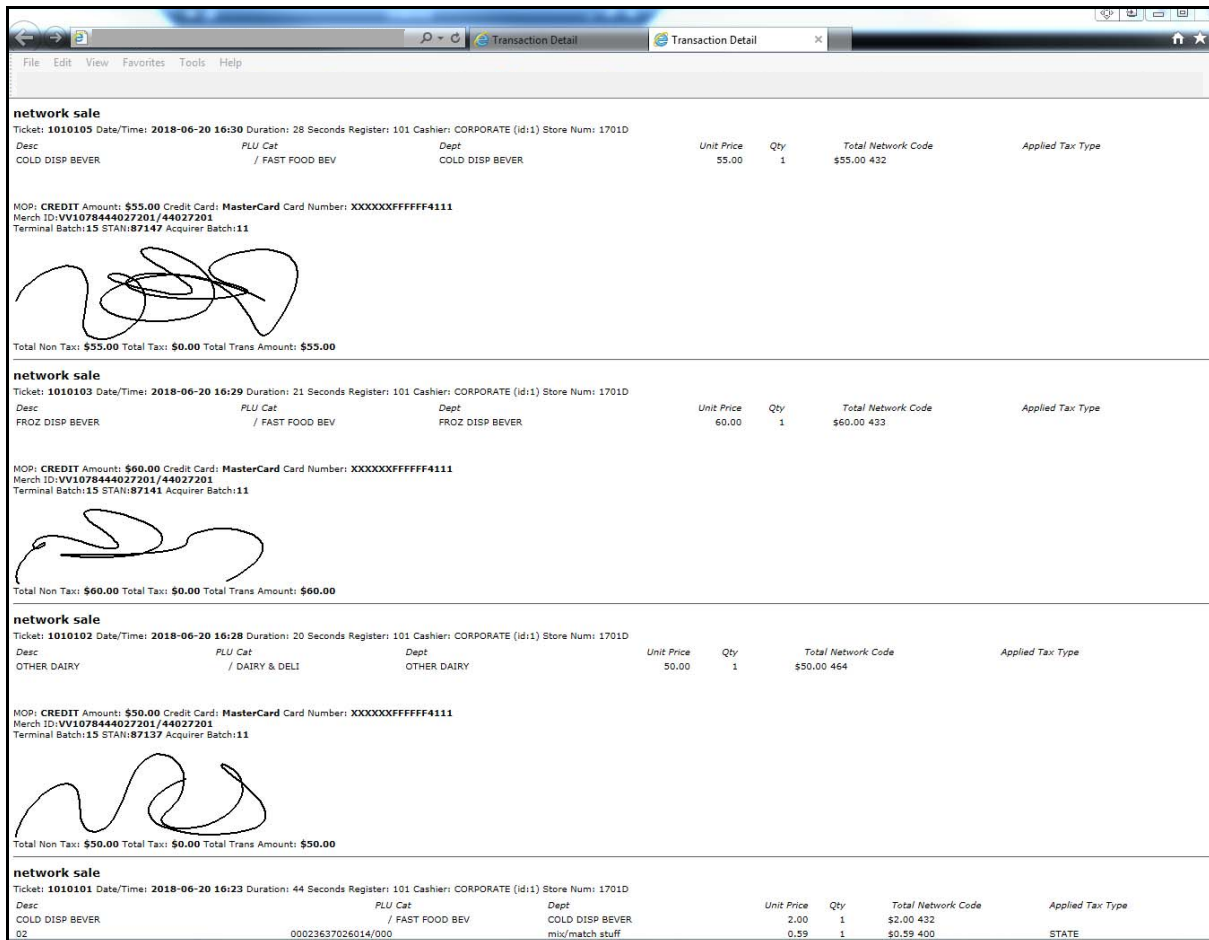
In-House Accounts are local to the POS and are excluded from Signature Capture.

Reporting

Transaction Viewer

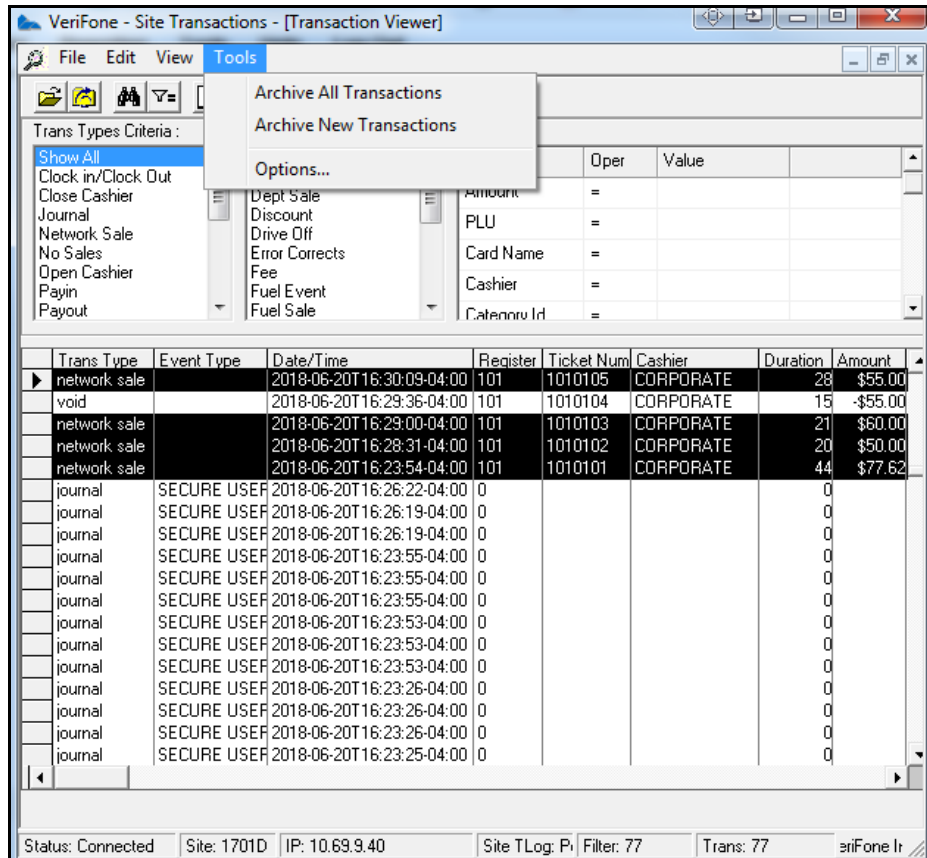
To view the total signature count for further analysis go to the Transaction Viewer and check the image files stored in the Transaction Set Logs.

Multiple transactions may be selected for viewing. If necessary, the signature data may be printed and saved from the Transaction Viewer.



If signature data needs to be viewed or printed outside of the Transaction Viewer, the TIFF data must be converted to a GIF format so that the signature is viewable. To convert the data, a third party program of the user's choice must be used.

If any T-Logs require archiving, select the transactions, click on **Tools** from the menu bar and select **Archive All Transactions**.



2 SAPPHIRE

Overview

Feature Description

The Signature Capture feature electronically captures a signature when required for a network sale.

The benefits include:

- When a card is used and a signature is required, the customer is prompted for a signature on the MX Series PINpad.
- The printed receipt does not include a signature line, but depending on the configuration settings, may include the signature image.
- Signature Capture saves receipt paper by allowing the cashier to decide whether or not to print a merchant and customer copy.
- Signature Capture only applies when a signature is required.

Devices and Requirements

MX Series Device Requirements

- supported on the MX 830*, MX 850*, MX 860, MX 870, MX 880 and on all MX 900 Series
- the MX 830 and MX 850 support is based on the following part numbers:
 - MX 830: M090-307-04-R
 - MX 850: M090-207-01-R, M090-409-01-R, M094-209-01
- requires PetroPAY 3.01.00 base and higher for all MX Series PINpads
- requires ViperPAY base 1.04.05 and higher for the MX 800 Series PINpads; base 2.0.0 and higher for MX 900 Series PINpads
- requires a 64 MB unit

Supported Hardware Configurations

- Sapphire with Topaz
- Sapphire with Ruby

POS Requirements

- EPSPAK: Sapphire and Topaz XL with software base 168 and higher on ViperPAY
- NON-EPSPAK (Legacy): Sapphire and Topaz XL with software base 166 and higher on PetroPAY
- Workstation Thermal Printer (TM-T88 or partner printer): required for signatures to be printed on receipt
- Sapphire Compact Flash:
 - minimum 512 MB required on Sapphire II and Sapphire III
 - two GB is supported, but can only be upgraded on Sapphire III
- Ruby card not supported
- Sapphire Management Suite (SMS) version 1.10.01 or higher

Sapphire: EPSPAK

ViperPAY Connectivity Requirements

- Signature Capture uses an Ethernet connection with a router between the VIPER, the POS, and the MX Series PINpads.
- A multiport cable (55571-02) is used. Connect the Ethernet cable from the router or switch to the Ethernet port on the multiport cable 55571-02.
- For the optional PP1000se PINpads, connect one end of the coil cord cable (07042-05) to the PIN pad and the other end to the COM3 port on the multiport cable.

Sapphire: Legacy (NON-EPS)

PetroPAY Connectivity Requirements

- Serial connection between the POS and the MX Series PINpad
- Multiport cable (55571-02) is used. The cable from the multiport cable to the Topaz is the 13836-01 cable
- Communication settings for the MX Series terminal with Signature Capture are as follows:
 - Baud Rate: 57600
 - Parity: None
 - Data Bits: 8
 - Stop Bits: 1



These settings are not the default and will need to be changed for Signature Capture.

Configuring Signature Capture - EPSPAK

MX ViperPAY Configuration

Configuring Ethernet Settings on MX Series PINpads

1. Use the ViperPAY User's Guide to access the Configuration screen on the MX Series PINpad.
2. Select the **[Network Settings]** option (no serial settings).



IP Address: 192.168.31.126
TCP Port: 4000
Mask: 255.255.255.0
Gateway: 192.168.31.31
Back Apply

Value	Description
Ethernet Settings	
IP Address	<ul style="list-style-type: none">• 192.168.31.126 for station one.• 192.168.31.127 for station two. For each additional station, increment the last octet of the IP address plus one.
TCP Port	4000
Mask	255.255.255.0
Gateway	192.168.31.31

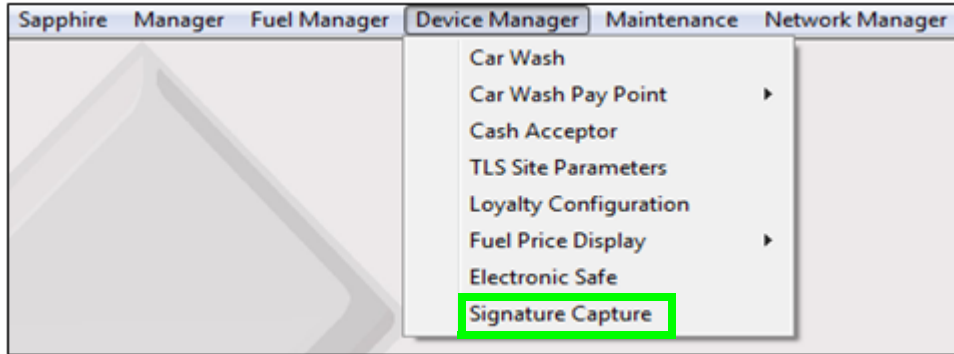
3. Select **[Apply]**.
4. The settings are saved and the terminal reboots.



For detailed instructions see the ViperPAY User's Guide.

Configuring the Sapphire Configuration Manager

1. From the Sapphire Configuration Manager, go to: Device manager > Signature Capture.



The Signature Capture Configuration form displays.

The screenshot shows the 'Sig Cap Configuration' form. The title 'Sig Cap Configuration' is displayed in blue at the top right. Below the title, there is a 'Save' button. The form contains several fields and checkboxes:

- 'Company ID' with an empty text input field.
- 'Print Signature On Receipt' with an unchecked checkbox.
- 'Display Signature' with an unchecked checkbox.
- 'Store in T-Log' with an unchecked checkbox.
- 'Enable PAYware' with an unchecked checkbox.
- 'Register' with a dropdown menu showing '101'.
- 'Signature Capture Enabled' with an unchecked checkbox.

2. Configure the Sig Cap Configuration parameters as required:

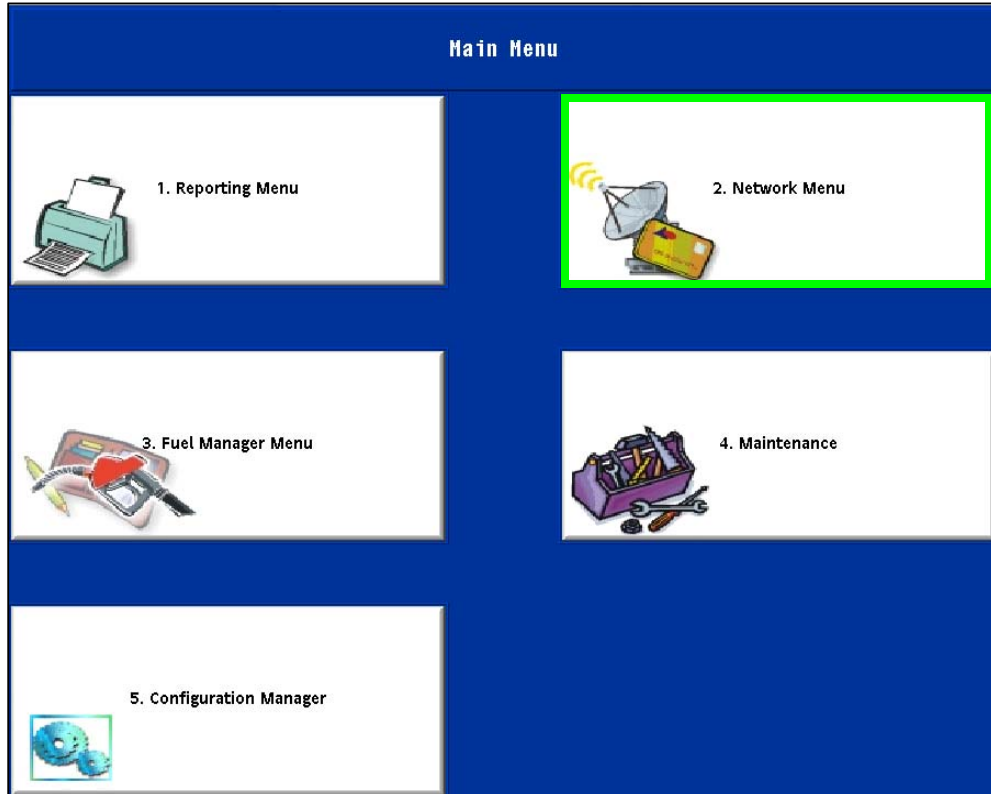
Value	Description
Signature Capture	
Company ID	Sets the Company ID <1-10 characters>.
Store in T-Log	Enables storing the signature in the Transaction Log.
Register	Specifies the register to enable Signature Capture.
Signature Capture Enabled	Enables the Signature Capture feature.

3. Click [**Save**].
4. For changes to take effect, exit out and log back in on each POS.

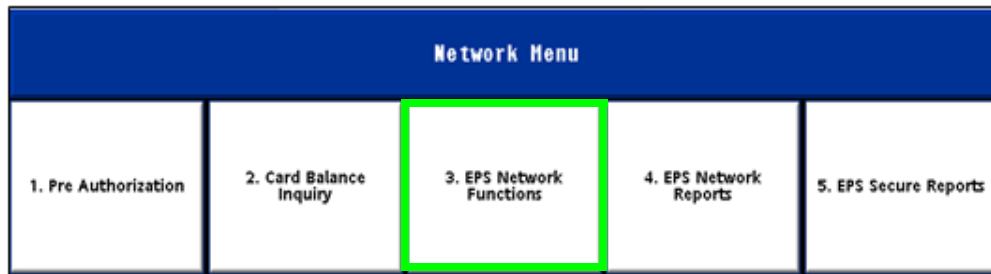
EPS Network Functions

Signature Capture Configuration

1. From the POS, select [CSR Functions] > [Network Menu].



2. Select [EPS Network Functions].



3. Select **[Signature Capture Configuration]**.

Menu Header				
1. EPS Configuration	2. Port Configuration Report	3. Perform Table Load	4. POP Configuration	5. Cashback Configuration
6. Signature Capture Configuration	7. Fallback Configuration	8. Other Configuration	9. InComm Configuration	

4. Select **[Signature Capture]**.

1. Signature Capture	2. Display Signature to Cashier	3. Print Signature on Receipt
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The prompt window displays with the current status.

Current Status : true
Enable Signature Capture (Y/N)?

YES NO

5. Select **[Yes]** to enable Signature Capture on the PINpad.

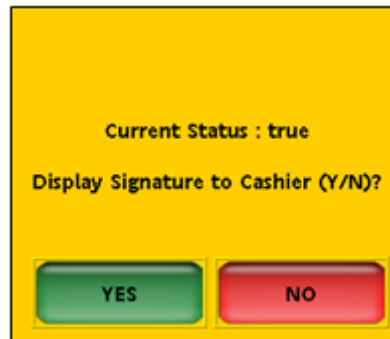
A message window displays confirming "*Signature Capture is Enabled*".



6. Select [Display Signature to Cashier].



The prompt window displays with the current status.



7. Select [Yes] to display the signature to the cashier.

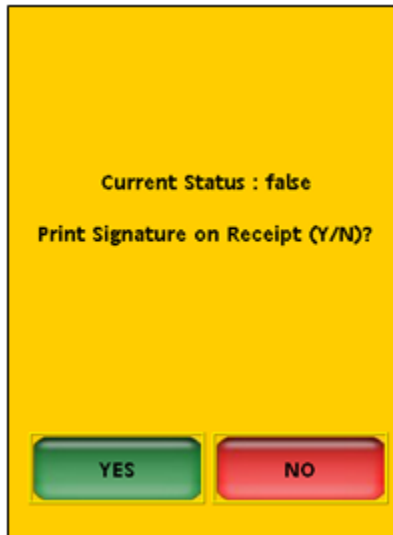
A message window displays confirming "*Display Signature to Cashier is Enabled*".



8. Select **[Print Signature on Receipt]**.



The prompt window displays with the current status.



9. Select **[Yes]** to enable printing a signature on the receipt.

A message window displays confirming "*Print Signature on Receipt is Enabled*".



Signature Capture is now enabled.

Configuring Signature Capture - Non-EPS (Legacy)

MX PetroPAY Configuration

Configuring Serial Settings on MX Series PINpads

1. Use the PetroPAY User's Guide to access the Configuration screen on the MX Series PINpad.
2. Select **[Serial Settings]**.
3. Set Serial Port: Select the appropriate port and press **[Back]**.
4. Set the Baud Rate. Select **[57600 baud rate]** and press **[Back]**.



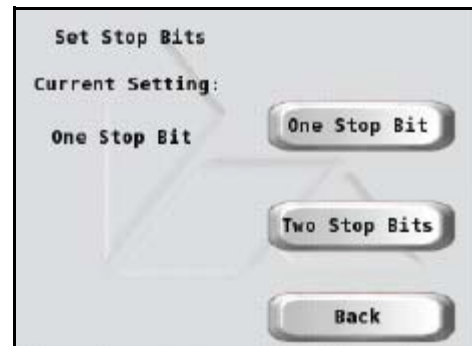
5. Press **[Set Format]**.
6. Set the Data Length. Select **[8 Data Bits]** and press **[Back]**.



7. Set the Parity. Select **[None]** and press **[Back]**.



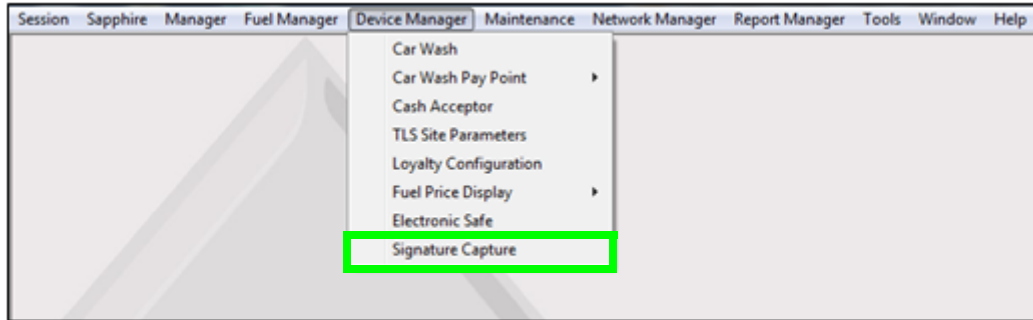
8. Set the Stop Bits. Select **[One Stop Bit]** and press **[Back]**.



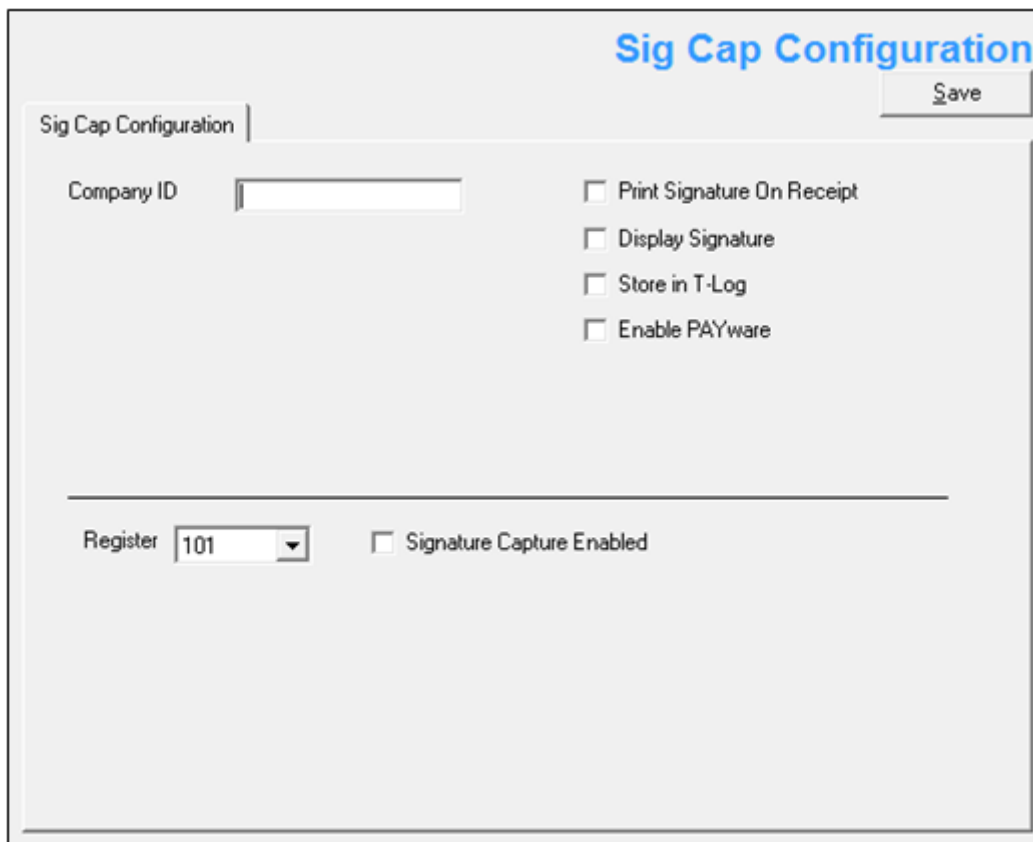
9. The **<data length>**, **<parity>**, and **<stop bits>** are set. Press **[Back]**.
10. Press **[Back]** to return to configuration screen.
11. Select **[Done]** to save and exit.

Configuring the Sapphire Configuration Manager

1. From the Sapphire Configuration Manager, go to: Device manager > Signature Capture.



The Signature Capture Configuration form displays.

A screenshot of the 'Sig Cap Configuration' form. The title 'Sig Cap Configuration' is displayed in blue text at the top right. Below the title is a 'Save' button. The form contains several fields and checkboxes:

- 'Company ID' with an empty text input field.
- Four checkboxes: 'Print Signature On Receipt', 'Display Signature', 'Store in T-Log', and 'Enable PAYware', all of which are currently unchecked.
- A horizontal line separating the top section from the bottom section.
- 'Register' with a dropdown menu showing '101'.
- A checkbox labeled 'Signature Capture Enabled', which is currently unchecked.

2. Configure the Sig Cap Configuration parameters as required:

Value	Description
Signature Capture - Non EPS	
Company ID	Sets the Company ID <1-10 characters>.
Print Signature On Receipt	Allows the signature to print on all receipts.
Display Signature	Enables displaying the signature on the receipt.
Store in T-Log	Enables storing the signature in the Transaction Log.
Enable PAYware	Enables PAYware solution.
Register	Specifies the register to enable Signature Capture.
Signature Capture Enabled	Enables the Signature Capture feature.

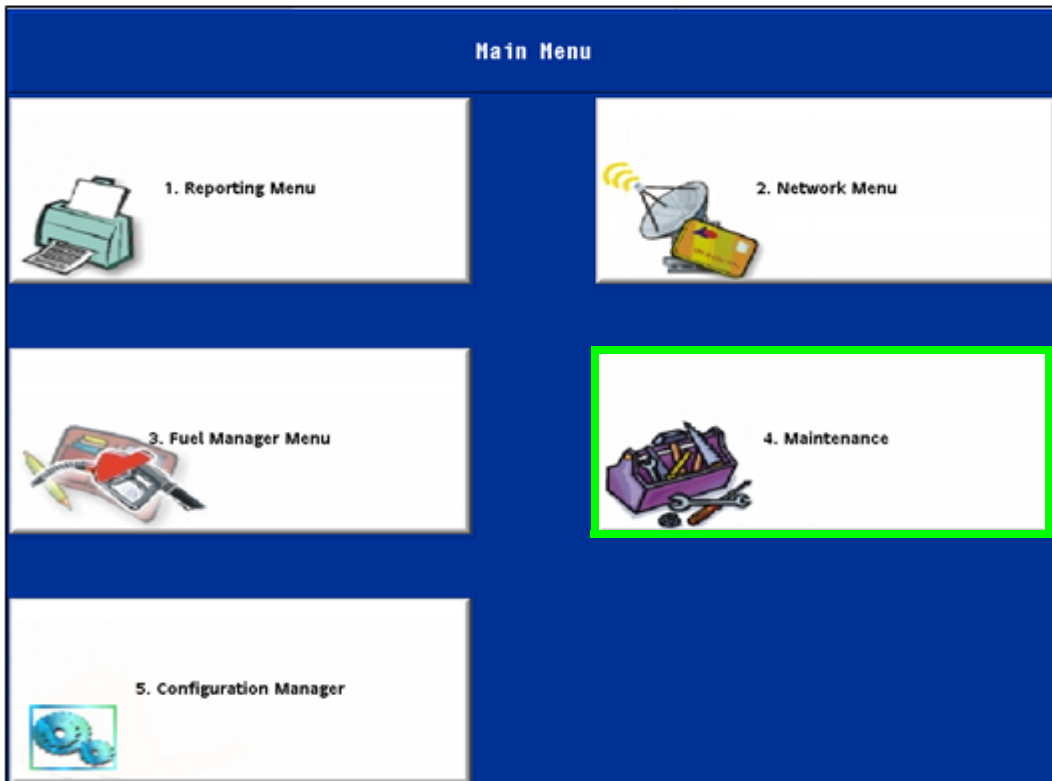
3. Click [**Save**] and [**Send to Sapphire**].
4. For changes to take effect, exit out and log back in on each POS.

Device Configuration

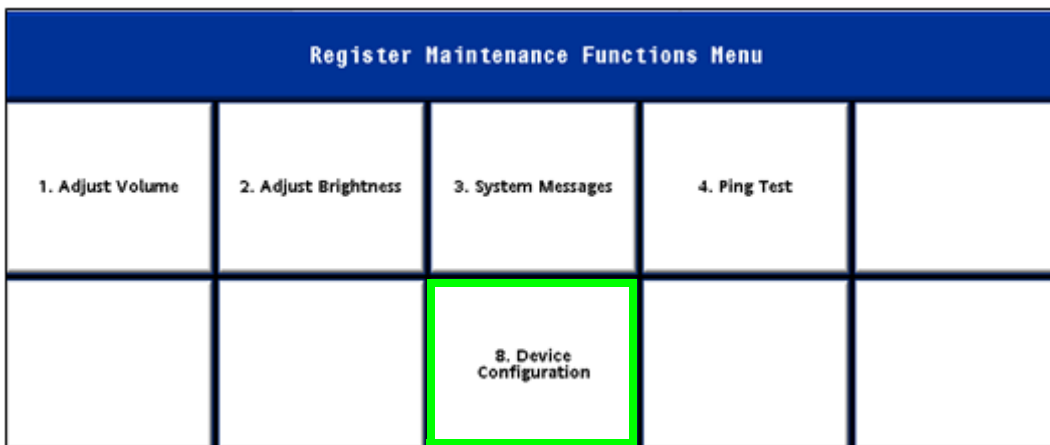
This section describes how to configure each POS for Signature Capture; these steps set the baud rate for the POS.

PIN pad Configuration

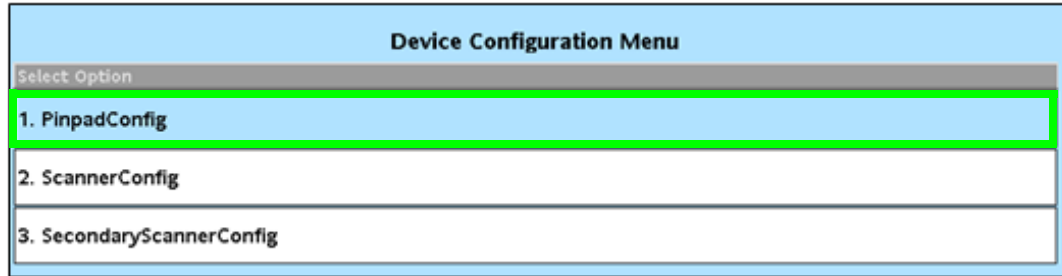
1. From the POS, select [CSR Functions] > [Maintenance].



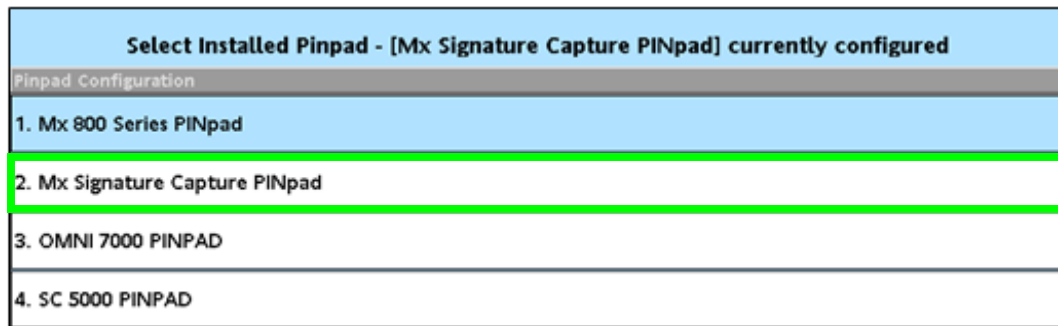
2. Select [Device Configuration].



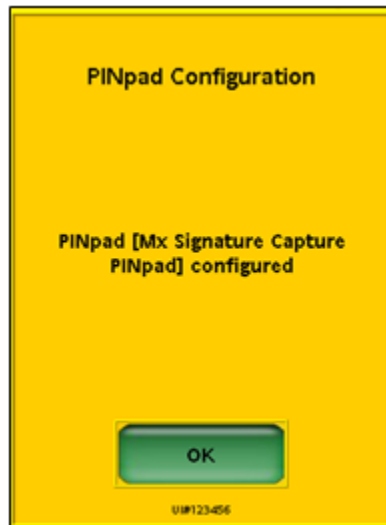
3. Select **[Pinpad Config]**.



4. Select **[MX Signature Capture PINpad]**.



A message window displays confirming "PINpad [Mx Signature Capture PINpad] configured".



5. Select **[OK]**.

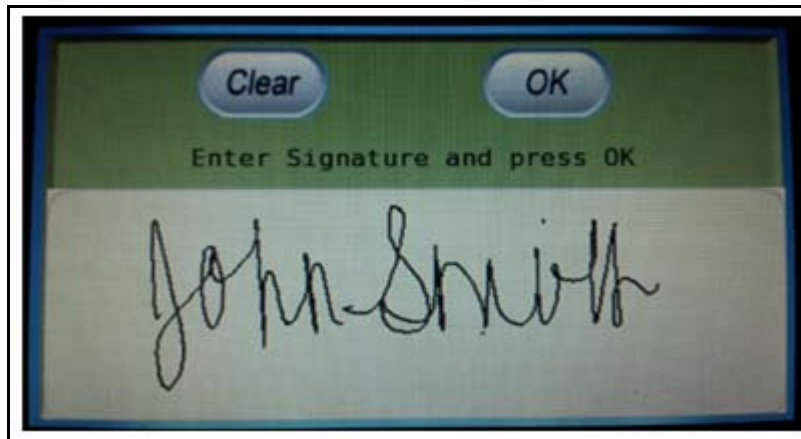
6. Reboot the POS.

Using Signature Capture

General Transaction Steps

When Signature Capture is enabled, the transaction steps are as follows:

1. The customer signs their signature on the MX Series PINpad.



The signature will display in a window on the POS from the MX Series PINpad.



2. The cashier acknowledges the signature by selecting [OK].

3. A receipt prints with the signature image.



All three transaction steps are optional and depend on the site's configuration.

The signature image file is stored in the Sapphire transaction log as an image file, and is available for subsequent review.



In-House Accounts are local to the POS and are excluded from Signature Capture (as a result of being setup outside the network).

Reporting

Transaction Viewer

There is no report that captures the total signature count. For further analysis, go to the Transaction Viewer; check the image files stored in the Transaction Set Logs.

