



Integrated Payments

Castles MP200 Merchant Companion Guide

Payment Device Anatomy:

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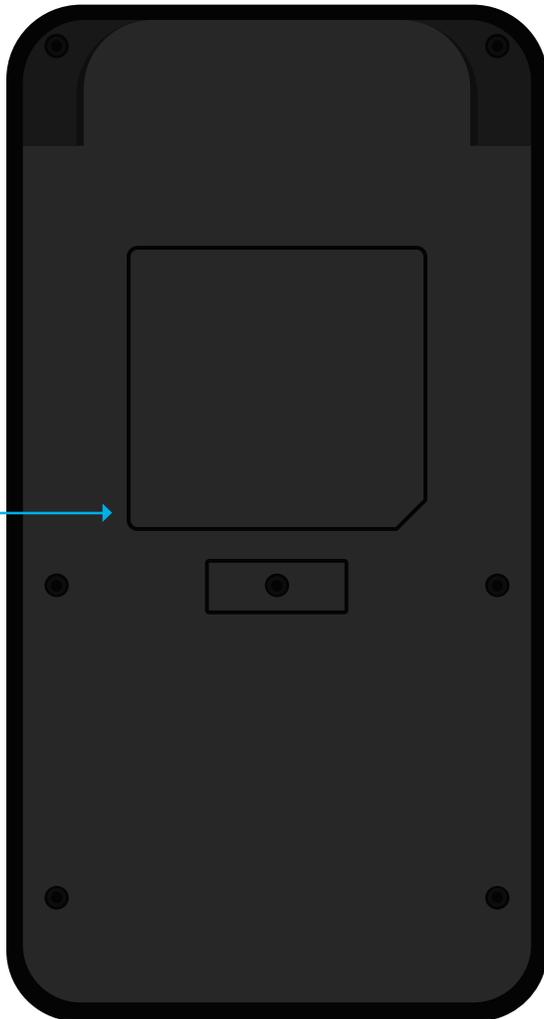
Payment Device Anatomy:

Front

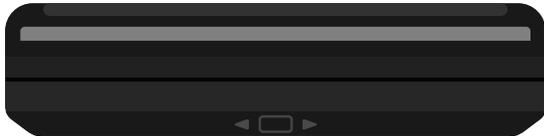


Back, Top, and Bottom

11 Bottom of Device:
Machine Label



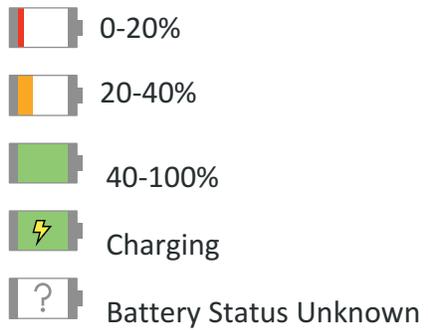
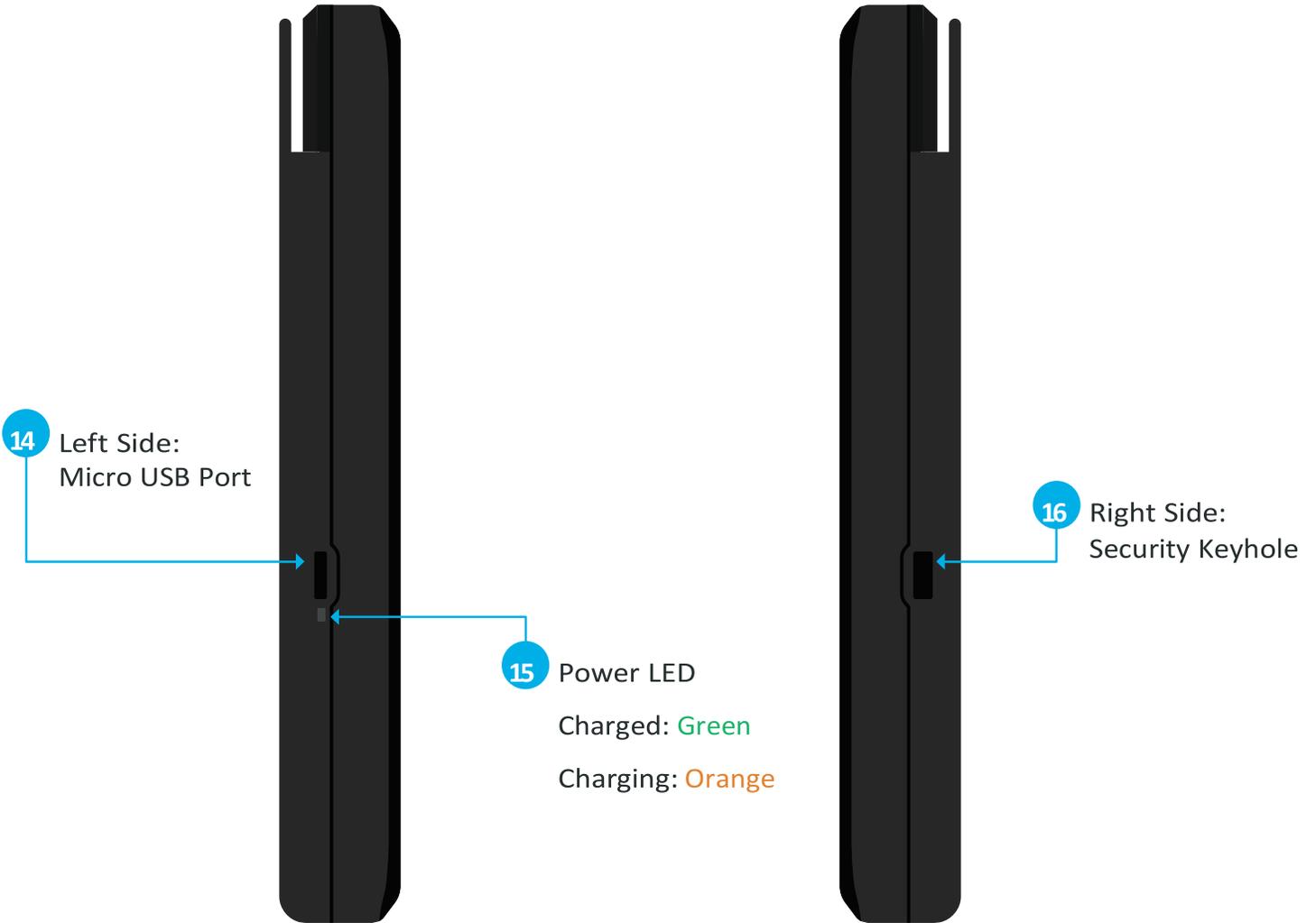
12 Top of Device: MSR



13 Bottom of Device: SCR



Sides



2.5 hours to fully charge device

55 hours until device enters standby mode

78 hours until device enters sleep mode

Getting Started

When you first take the MP200 out of the box, it will not be connected to a Wi-Fi network and will not be paired with your software. In order to start your setup, you will need to turn it on, charge it (if needed, see charging guide above), and connect it to a Wi-Fi network in your business.

Turn On the MP200

You can turn on the MP200 by holding down the power key (6) for 3-5 seconds. If the terminal does not power on after this, you may need to charge it.

Charging the MP200

Provided with your equipment, you will find a USB to Micro-USB charging cable, as well as a wall adapter to plug it in. Connect these two pieces, connect the wall adapter to an outlet, and then attach the Micro-USB end to the Micro-USB port (14) on the device. The battery indicator will show a small lightning bolt to indicate that it is receiving power. If you would like to charge the device before turning it on for the first time, you can do that as well. The power LED (15) will show you when it is fully charged.

How to connect to Wi-Fi

No.	Display	Action
1	Welcome	Press and hold the down Arrow key (8) until the device beeps
2	Searching for Wi-Fi	The terminal will display a bold W in the top left corner and "Searching for Wi-Fi" on the main screen. After a moment, the terminal will display a list of available networks.

3	<p>Select Network</p> <ol style="list-style-type: none"> 1. MyOffice 2. MyBusiness 3. Visitors 	<p>Select the network you wish to connect to by pressing the corresponding number key. You can also press the down arrow key (8) to see more available networks.</p>
4	<p>MyOffice Enter Password: —</p>	<p>Enter the password for your network by pressing the corresponding number key on the keypad (2), until you get the desired character. Ex. F = 3, 3, 3</p>  <p>To get special characters such as !, @, \$, use the number 0.</p> <p>Also note that this is case sensitive, if you have a lower case letter, you will have to press the number key until it displays as lower case.</p> <p>Once you have the entire password typed in, press the Enter key.</p>
5	<p>Welcome</p> <p>or</p> <p>Enter Pairing Code</p>	<p>After the terminal connects to the desired network, it will either display Welcome (if it is already paired) or Enter Pairing Code (if it is not already paired). You are now connected to Wi-Fi!</p>

Entering the Pairing Code

The Pairing Code is what connects your MP200 to your software. If you don't see a prompt for a Pairing Code, your IT team may have already completed this step for you. If you do get this prompt, there are a few ways that you can get your own Pairing Code (detailed below). After your merchant account has been set up, you will be provided with a Source Key and PIN in a "Welcome" email. You will use this source key and PIN to retrieve your Pairing Code.

If you are using the Groovv Payment Plugin

During the initial setup of your Groovv Payment Plugin, you will see steps to add an MP200 to your integration. Once you have named your device and put in the source key and PIN, it will generate a Pairing Code that you can use for the MP200.

If you are using a custom integration

You can retrieve your pairing code through the USA ePay portal. After logging in, click on Settings from the list on the left, then click on Device Manager. This will bring you to a screen that shows any currently connected MP200s. Click on the Blue  icon to add a new device. This will ask you to name the device and search for a source key. After inputting this information, you can click on Register and it will display your Pairing Code.

If you have an IT team working with you on the integration

Your IT team should be able to provide you with a pairing code or a tool to input the source key and PIN to register your device.

Completing a Sale

For this section, your device will need to be connected to your POS software. Depending on your integration, your developer may have already completed this step. If you are using the Groovv Payment Plugin, you will have connected the device through the First Time Setup steps. Once your POS software is configured to talk to the MP200, you will be able to use it to complete swipe, EMV, and NFC transactions. After pushing a transaction through your POS software, the terminal will either prompt for Credit/Debit or will give you a prompt to insert, swipe, key card. Please refer to your software provider instructions for detailed steps on how to push a sale or refund from your software.

Running a Sale

No.	Display	Action
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1	<ol style="list-style-type: none"> 1. Credit 2. Debit 	<p>Press 1 to process your sale as a Credit transaction. Press 2 if you would like to process a PIN based Debit sale.</p> <p>(Please note that this screen may not appear if your account is not set up for Debit.)</p>
2	Swipe, Tap, Insert Card	<p>Insert – If the card has an EMV chip, you will insert it into the bottom of the MP200, with the chip facing up and the chip side in first.</p> <p>Swipe – If the card does not have an EMV chip, you can swipe the card at the top of the device, with the magstripe facing towards you.</p> <p>Key – If the card is not present for the transaction, you can start typing in the card number now, then press Enter.</p>

Running a Return

No.	Display	Action
1	<ol style="list-style-type: none"> 1. Credit 2. Debit 	<p>If you see this step, you always want to select 1 – Credit. Returns can never be ran as Debit.</p> <p>(Please note that this screen may not appear if your account is not set up for Debit.)</p>
2	Swipe, Tap, Insert Card	<p>Insert – If the card has an EMV chip, you will insert it into the bottom of the MP200, with the chip facing up and the chip side in first.</p> <p>Swipe – If the card does not have an EMV chip, you can swipe the card at the top of the device, with the magstripe facing towards you.</p> <p>Key – If the card is not present for the transaction, you can start typing in the card number now, then press Enter.</p>

System Settings

The MP200 has several System Settings that will allow you to view and configure your Wi-Fi settings. This section will take you through some of the more common uses of this menu system.

How to enter System Settings

No.	Display	Action
1	Welcome	Press and hold the down Arrow key until it beeps
2	Main Menu 1. Start Transaction 2. Settings 3. Device Information	Press 2 - Settings

How to view established Wi-Fi Networks

Once you have connected your MP200 to a Wi-Fi network, it will store the password for that network. If you want to quickly connect to another network, you can follow the steps below to find a list of networks you have stored.

No.	Display	Action
1	Welcome	Press and hold the down Arrow key until it beeps
2	Main Menu 1. Start Transaction 2. Settings 3. Device Information	Press 2 – Settings
3	Settings 1. Connection Type 2. Manage Wi-Fi 3. Rescan Wi-Fi 4. Mode Select 5. Unpair Device	Press 2 – Manage Wi-Fi

4	<p>Manage Wi-Fi Networks</p> <ol style="list-style-type: none"> * MyOffice MyBusiness 	<p>The screen will display your stored connections.</p> <p>You can display options for these networks by selecting the corresponding number key.</p> <p>A * symbol will indicate your current network connection.</p>
5	<p>MyOffice</p> <ol style="list-style-type: none"> Connect Forget 	<p>Press 1 – Connect – This will connect you to the currently selected Wi-Fi network. This will also disconnect any other Wi-Fi you currently have connected.</p> <p>Press 2 – Forget – This will remove this network from the Manage Wi-Fi list.</p>

How to scan for Wi-Fi Networks when you're already connected

If you're trying to connect to a new Wi-Fi network, you will have to scan for it. You may want to do this if you recently changed settings on your network or if you're connecting to a network in a different area.

No.	Display	Action
1	Welcome	Press and hold the down Arrow key until it beeps
2	<p>Main Menu</p> <ol style="list-style-type: none"> Start Transaction Settings Device Information 	Press 2 – Settings

3	<p>Settings</p> <ol style="list-style-type: none"> 1. Connection Type 2. Manage Wi-Fi 3. Rescan Wi-Fi 4. Mode Select 5. Unpair Device 	<p>Press 3 – Rescan Wi-Fi</p> <ul style="list-style-type: none"> • Terminal will scan for all Wi-Fi connections
4	<p>Select Network</p> <ol style="list-style-type: none"> 1. MyOffice 2. MyBusiness 3. Visitors 	<p>After the terminal searches for Wi-Fi networks, it will display a list of available networks.</p> <p>Select the network you wish to connect to by pressing the corresponding number key. You can also press the down arrow key (8) to see more available networks.</p>
4	<p>MyBusiness Enter Password: —</p>	<p>Enter the password for your network by pressing the corresponding number key on the keypad (2), until you get the desired character. Ex. F = 3, 3, 3</p>  <p>To get special characters such as !, @, \$, use the number 0.</p> <p>Also note that this is case sensitive, if you have a lower case letter, you will have to press the number key until it displays as lower case.</p> <p>Once you have the entire password typed in, press the Enter key.</p>
5	<p>Welcome</p> <p>or</p> <p>Enter Pairing Code</p>	<p>After the terminal connects to the desired network, it will either display Welcome (if it is already paired) or Enter Pairing Code (if it is not already paired). You are now connected to Wi-Fi!</p>

How to pair MP200

If for any reason your device is already paired to a software, it might not display the “Enter Pairing Key” prompt after connecting to Wi-Fi. To input your new pairing code, you can follow these steps.

No.	Display	Action
1	Welcome	Press and hold the down Arrow key until it beeps
2	Main Menu 1. Start Transaction 2. Settings 3. Device Information	Press 2 - Settings
3	Settings 1. Connection Type 2. Manage Wi-Fi 3. Rescan Wi-Fi 4. Mode Select 5. Pair Device	Press 5 – Pair Device
4	Enter the Pairing Code	Terminal will Prompt for pairing code Enter the pairing code and press Enter Terminal will display “Connecting to Servers”
5	Welcome	Once you see the welcome screen, it means your device has been paired.

How to unpair MP200

If you want to disconnect your MP200 from your software, either because you are replacing the device or you’re going to pair it to a different software, you can manually unpair the MP200 with these steps.

No.	Display	Action
1	Welcome	Press and hold the down Arrow key until it beeps
2	Main Menu 1. Start Transaction 2. Settings 3. Device Information	Press 2 - Settings
3	Settings 1. Connection Type 2. Manage Wi-Fi 3. Rescan Wi-Fi 4. Mode Select 5. Unpair Device	Press 5 – Unpair Device
4	Are you sure? Enter to Unpair Cancel to Exit	Press Enter to Unpair