

# AIO Wireless

# RQ4

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## Heartland Setup

RQ4 v4.12.1

804 4151

1-866-iQmetrix

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# Heartland Setup

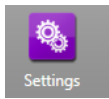
There are 2 options for Heartland as a payment provider; “Heartland” and “Heartland Auto Batching”. All new setups are using “Heartland Auto Batching (US)”. This means all transaction information is captured at Heartland in a batch per workstation and settled automatically each night. Users do not have to take action for you to get the funds! Once you receive your merchant configuration information from your Heartland rep you can complete the payment integration setup in RQ4 using the guide below.

For each location you will need the following to complete the setup:

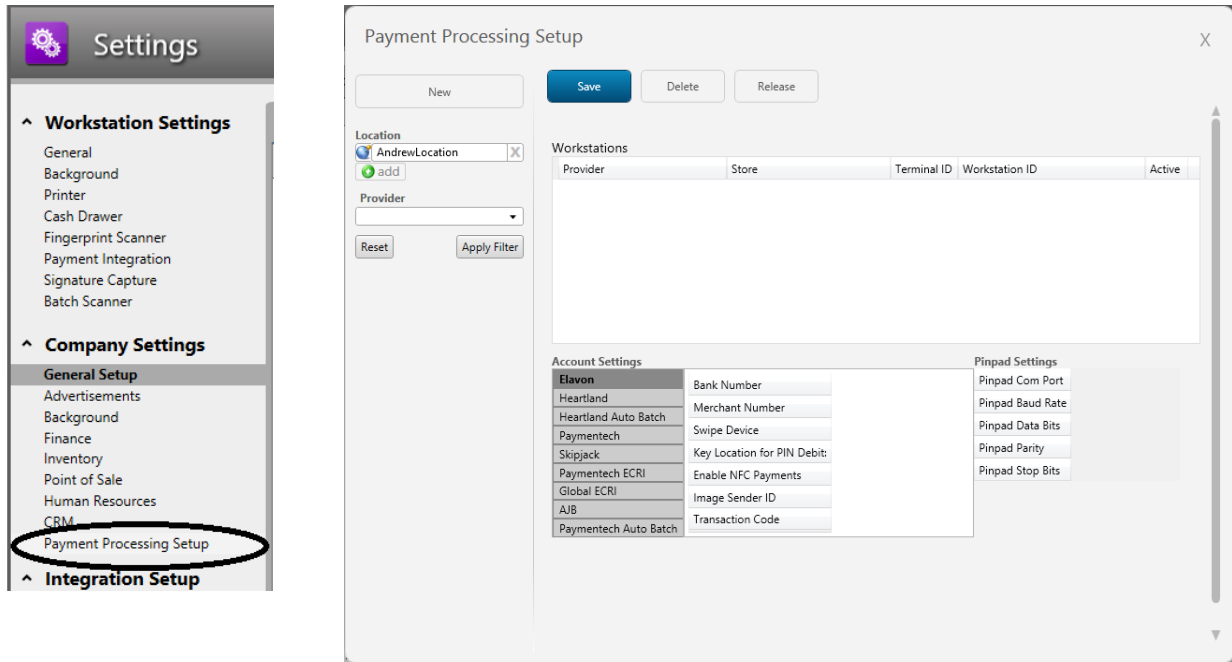
- Device ID (unique per workstation) 6 digit code - Terminal ID in RQ4
- License ID (unique per location) 5 digit code
- Site ID (unique per location) 5 digit code
- User Name (unique per location)
- Password (unique per location)

# Company Level Setup – Suggested Best Practice

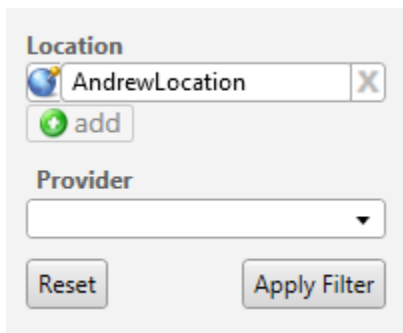
From a single location you can enter payment credentials for all locations. Click the settings icon on the home screen.



Then proceed to Company Settings/Payment Processing Setup.



The company wide setting screen will default to show settings for the current logged into location. Select locations to view by clicking the location picker to the left of the location name. Use the location picker to select a specific location and click “Apply Filter” to view.



To add new setups click the “New” button. The system will add a row to the workstations grid for the location in the picket. This can be changed later.

Enter the merchant information for each terminal in that location. When the workstation comes online it will collect the unused merchant information and apply it to itself. You must enter:

- Provider = Heartland Auto Batching (US)
- Store Name
- Terminal ID = Device ID
- License ID
- Site ID
- User Name
- Password
- Active = checked (unchecked means workstations will not claim the settings)
- Swipe Device = VeriFone MX 915

You can see here how the form will look with 1 terminal setup completed. All fields are filled in and waiting for a workstation to claim them.

### Payment Processing Setup

New Save Delete Release

Location: AndrewLocation

Provider:

#### Workstations

Provider	Store	Terminal ID	Workstation ID	Active
Heartland Auto Batching (US)	AndrewLocation	999999		<input checked="" type="checkbox"/>

#### Account Settings

Elavon	License ID	99999
Heartland	Site ID	99999
<b>Heartland Auto Batch</b>	User Name	UserName
Paymentech	Password	Password
Skipjack	Swipe Device	VeriFone MX915
Paymentech ECRI	Key Location for PIN Debit:	Slot 11
Global ECRI	Enable NFC Payments	<input type="checkbox"/>
AJB		
Paymentech Auto Batch		

Repeat this process for each terminal in the location. Click “Save” to complete the entry.

The screenshot displays the 'Payment Processing Setup' window. At the top, there are buttons for 'New', 'Save', 'Delete', and 'Release'. The 'Location' field is set to 'AndrewLocation'. Below it, there is an 'add' button and a 'Provider' dropdown menu. The 'Workstations' table contains one entry:

Provider	Store	Terminal ID	Workstation ID	Active
Heartland Auto Batching (US)	AndrewLocation	999999		<input checked="" type="checkbox"/>

Below the table is the 'Account Settings' section, which is partially obscured by a 'Changes Saved' dialog box. The dialog box has a red 'X' in the top right corner and an 'OK' button. The 'Account Settings' table includes the following rows:

Account Settings	Value
Elavon	
Heartland	
<b>Heartland Auto Batch</b>	
Paymentech	
Skipjack	
Paymentech ECRI	
Global ECRI	
AJB	
Paymentech Auto Batch	

The column Workstation ID will populate with the computer name once the merchant credentials have been claimed.

### Payment Processing Setup

New Save Delete Release

Location: AndrewLocation add

Provider: [Dropdown] Reset Apply Filter

#### Workstations

Provider	Store	Terminal ID	Workstation ID	Active
Elavon (US)	AndrewLocation	999	Workstation Name	<input checked="" type="checkbox"/>
Elavon (US)	AndrewLocation	998		<input checked="" type="checkbox"/>

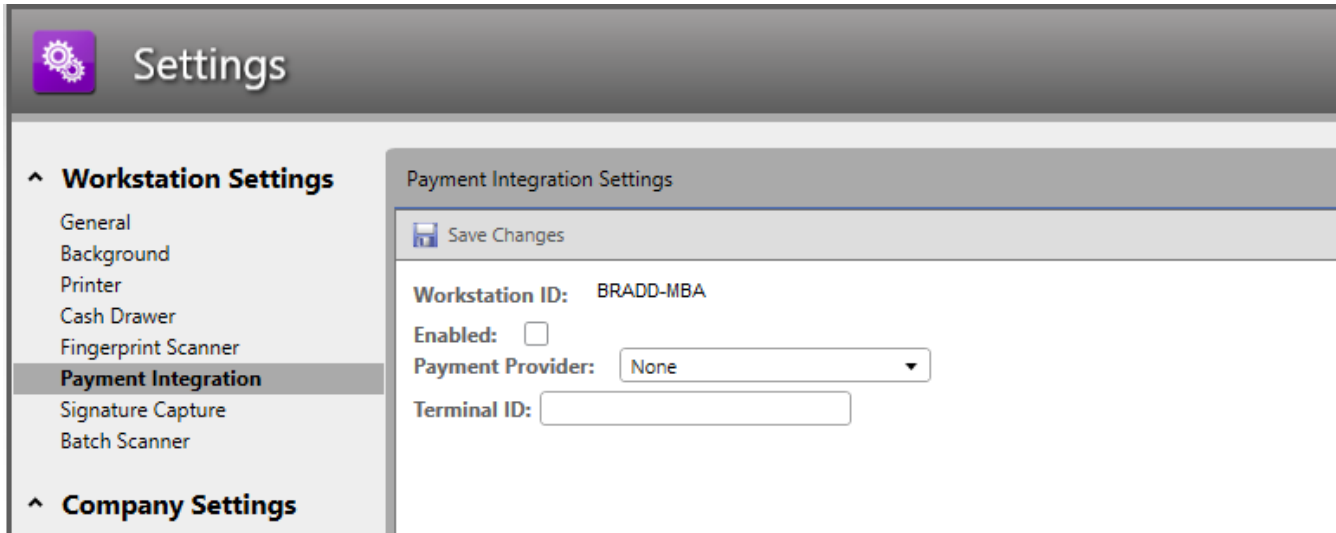
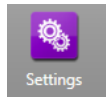
#### Account Settings

<b>Elavon</b>	Bank Number	999999
Heartland	Merchant Number	9999999999
Heartland Auto Batch	Swipe Device	VeriFone MX915
Paymentech	Key Location for PIN Debit:	Slot 11
Skipjack	Enable NFC Payments	<input type="checkbox"/>
Paymentech ECRI	Image Sender ID	
Global ECRI	Transaction Code	
AJB		
Paymentech Auto Batch		

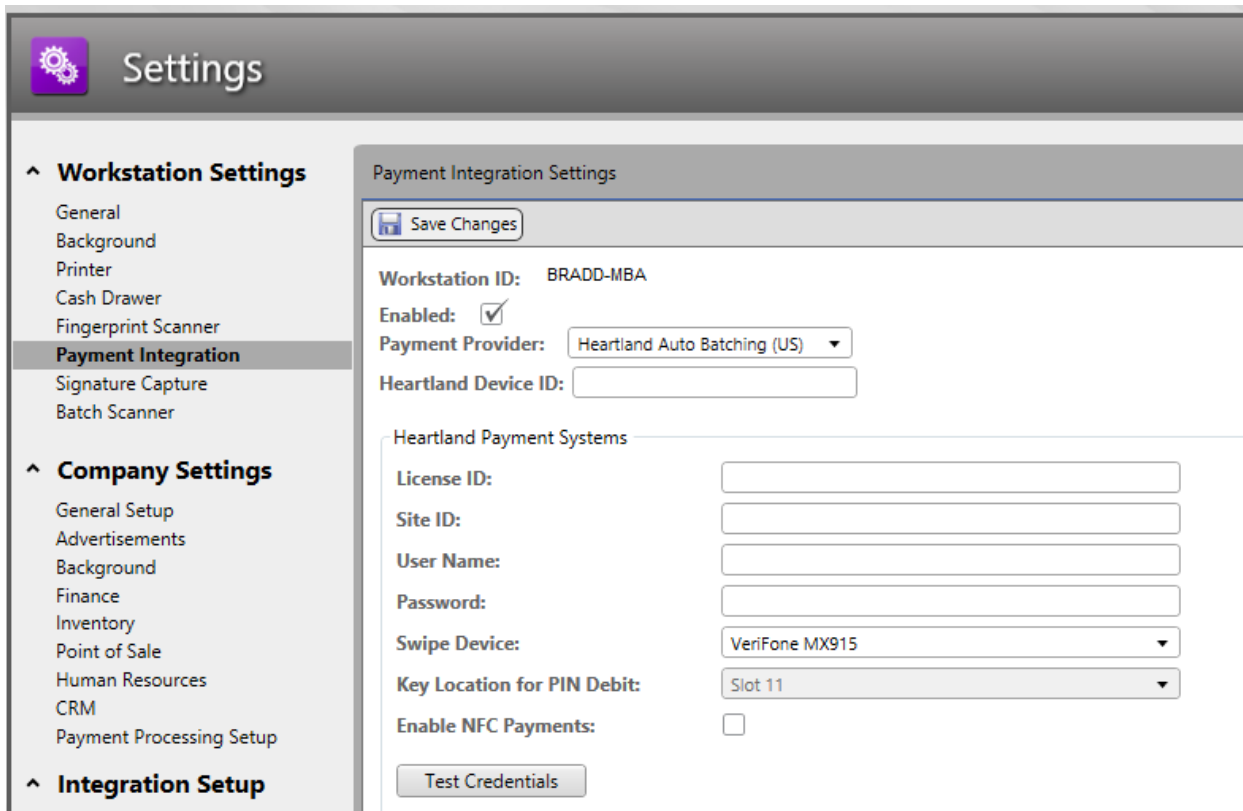


# Workstation Level Setup

To enter the credentials proceed to Settings/Workstation Settings/Payment Integration. Begin by clicking the settings icon from the home screen.




Check off the “Enabled” check box to activate the workstation and select Heartland Auto Batching (US). Complete the workstation setup by entering the remaining information for the location/terminal.



When you have completed entering the information click “Save Changes” to finish.

**Payment Integration Settings**

 Save Changes

**Workstation ID:** BRADD-MBA

**Enabled:**

**Payment Provider:** Heartland Auto Batching (US) ▼

**Heartland Device ID:** 999999

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**Heartland Payment Systems**

**License ID:** 99999

**Site ID:** 99999

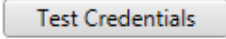
**User Name:** UserName

**Password:** UserName

**Swipe Device:** VeriFone MX915 ▼

**Key Location for PIN Debit:** Slot 11 ▼

**Enable NFC Payments:**

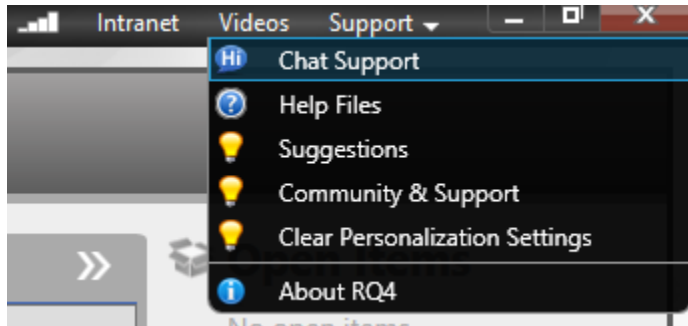


# Need Help?

Call the iQmetrix support line, email, or chat from your RQ4 workstation.

Support line: 1.888.888.8170

Chat support available in RQ4, click support and Chat Support in the top right corner of any RQ4 installation.



Email Support: [support@iqmetrix.com](mailto:support@iqmetrix.com)

Support Link: <http://www.iqmetrix.com/services/support>