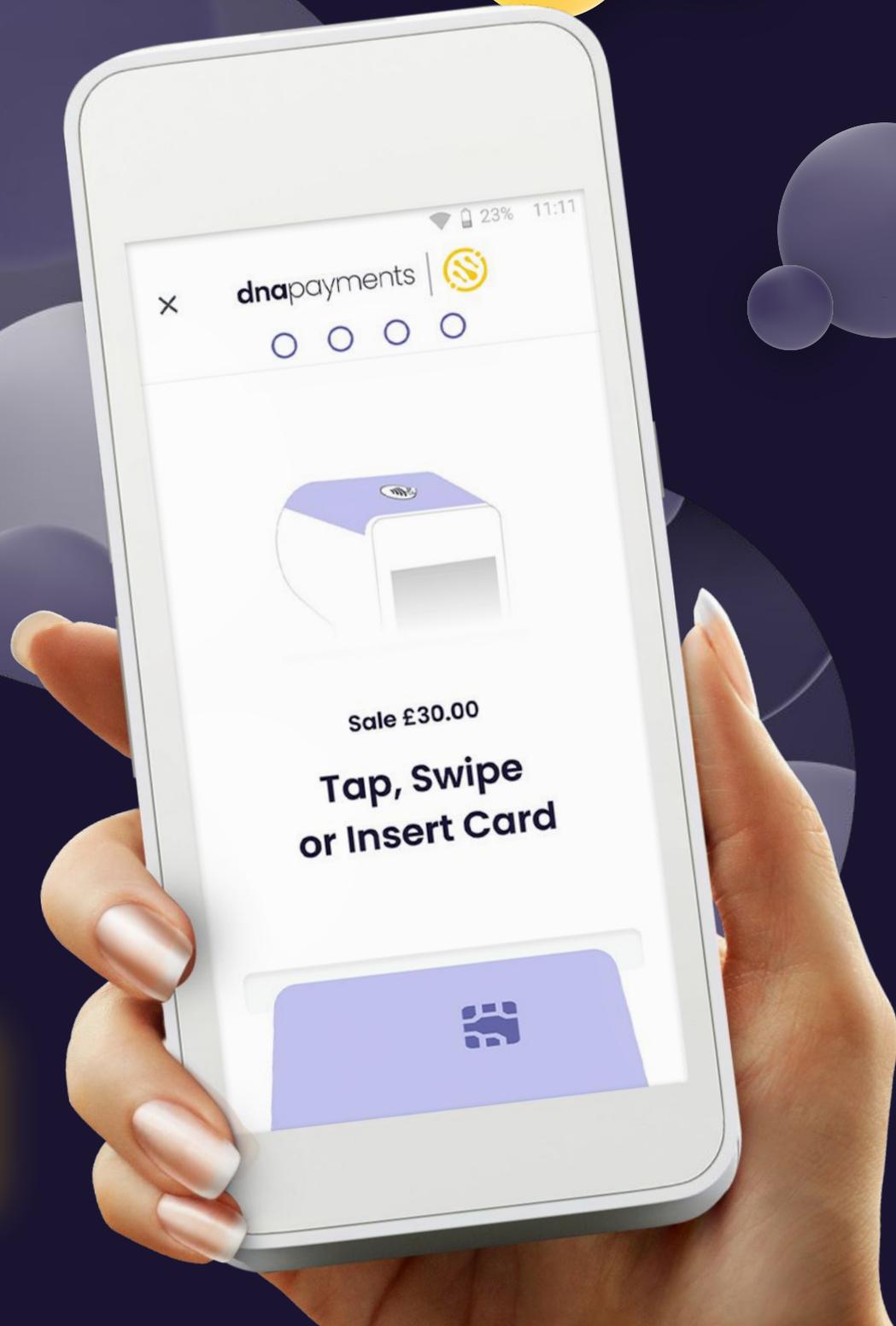


dnapayments



# Remote Pinpad Setup

support@dnapaymentsgroup.com  
dnapayments.com  
0208 102 8100



# Introduction

Our **Remote Pinpad** feature is designed to make it easy to add a second customer-facing payment terminal to your POS set-up.

The feature requires two **axept® PRO** compatible devices to be connected on the same network and the main base (Parent) device to be set up to communicate with the **Child Device** via IP.

Once enabled, all transactions initiated on the **Parent Device** will be sent to the **Child Device** for a customer to complete, with the transaction outcome being sent back to the Parent upon completion.

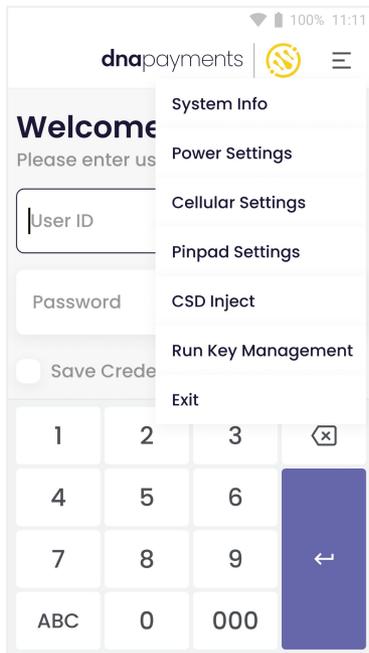


## NOTE

**The Parent Device** refers to your central base unit, with which the Merchant interacts, whereas the **Child Device** is the **Remote Pin Pad**, i.e., the unit that the customer interacts with when paying.

# Accessing and Setting Up Remote PIN Pad

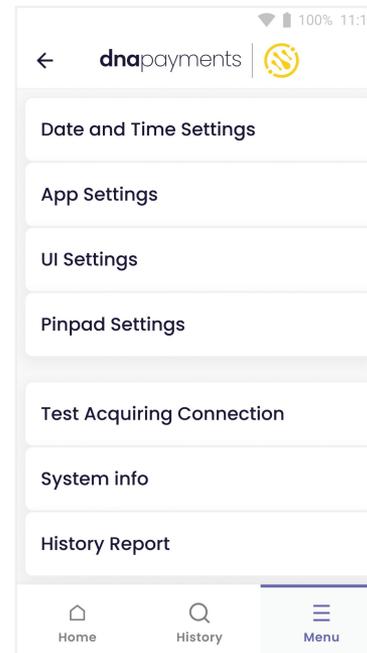
Before configuring the **Parent Device**, ensure the **Child Device** is switched on and connected to the **Wi-Fi Network** and check that **Weblink** is running on the **Child Device**. Once this has been completed, ensure you note the **IP Address** of the **Child Device**, as you'll need this for setup. On the **Parent Device**, you can then access the **Remote Pinpad** menu from one of two places once the **axept PRO** payment app is running on your terminal:



1

## From the axept Launcher:

At the user login screen, select the **Burger Menu** in the top right corner and choose **Pinpad Settings**.



2

## From the axept Launcher:

When logged into **axept® PRO**, from the **Enter Amount** screen, select **Menu**, then **Settings**, and finally, choose **Pinpad Settings**.



## IMPORTANT TIP

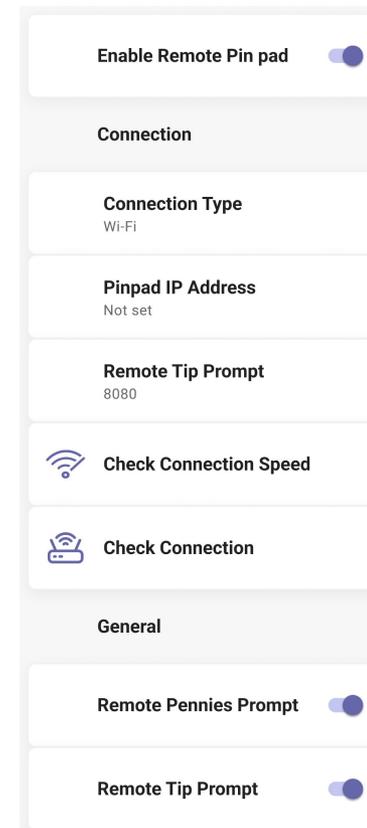
Your **Child Device** must be on the same network as the **Parent Device**. Otherwise, a connection will not be possible.

# Enablement and Connection Settings

Once the settings page opens, you'll see the main feature toggle at the top of the page as well as two preference sections; **Connection**, where you set up and test the connection to the pin pad, and **General**, for preferences that dictate certain aspects of the transactional flow and their interaction with the pin pad.

Use the toggle to enable **Remote Pinpad**, then follow the simple steps below:

- 1 Use the toggle next to the **Enable Remote Pinpad** option to enable it. (toggle off if you want to deactivate this setting).
- 2 Select the **Wi-Fi connection** type you want to use. (currently, you can only connect via Wi-Fi).
- 3 Input the **IP Address** of the **Remote Pinpad** that you retrieved before starting these steps into the **Pinpad IP Address** field; this is the IP address of the Child Device, not the Parent Device.
- 4 The **Pinpad Port** can be left with its default setting; **Weblink** tends to use **Port 8080** by default.



Enable Remote Pin pad

**Connection**

Connection Type  
Wi-Fi

Pinpad IP Address  
Not set

Remote Tip Prompt  
8080

 Check Connection Speed

 Check Connection

**General**

Remote Pennies Prompt

Remote Tip Prompt



## BEST PRACTICE

In the **Pair** section of **Weblink** you'll see the **IP Address** displayed and port being used for transaction listening. This will be the numeric digits after the colon (:) next to the **IP Address**. For example, **192.168.0.15:8080** means the listening port is **8080**.

# General Settings

Under **General** Settings, you can amend some specific transactional behaviour depending on merchant preference. these specifics are:

- 1 Remote Pennies Prompt:** When enabled, the prompt will appear on the **Child Device** rather than the parent.
- 2 Remote Tip Prompt:** If the gratuities prompt is enabled on a **Parent Device**, the tip prompt screen will now appear on the **Child Device** rather than the **Parent Device**.
- 3 Remote Receipt Type:** This determines whether the **Child Device** will handle any receipt display or printing at all. Selecting this will prompt the following options:
  - **None:** Child device will not handle any receipt printing.
  - **Cardholder:** Child device will handle Cardholder receipt printing.
  - **Merchant:** Child device will handle Merchant receipt printing.
  - **Both:** Child device will handle both Cardholder and Merchant receipt printing.

The screenshot shows a settings menu titled "General". It contains three items, each with a toggle switch on the right:

- Remote Pennies Prompt** (toggle is turned on)
- Remote Tip Prompt** (toggle is turned on)
- Remote Receipt Type** (value is set to "None")

## **i** NOTE

Transactions that require a signature, such as **CVM Signature Fall-back**, can override receipt printing preferences for both the **Remote Pinpad Settings** and **axept PRO® Settings**.

# Expected outcomes



Sale £1.00

## Connecting Remote

1

Once **Remote Pinpad** is set up, transactions from the **Parent Device** are directed to the **Child Device**. The **Parent Device** will display a screen stating that it is connecting to a **Remote Pinpad**, and then display feedback to the merchant as the transaction progresses on the **Child Device**.

## Connection to Remote Device Lost

2

If the connection is lost to the **Child Device** when a transaction is started **axept® PRO** will display a notification screen on the **Parent Device** stating the loss of connection.

You can then either select **Reconnect** or **Abandon**.



Sale £1.00

## Reconnecting Remote

3

The **Reconnect** button will attempt to reconnect the **Child Device** and retry the transaction. The **Parent Device** will then display the **Above** notification. If the **Child Device** is available, the transaction should appear and continue. Otherwise, a **Lost Connection** screen will display again.



Sale £1.00

## Pinpad Connect Failed

4

Tapping **Abandon** will stop the transaction in progress and display a **Failed Connection** notification on the **Parent Device**.

The device will then return to the **Enter Amount** screen.

### NOTE

If abandonment is required, the **IP Address** may have changed on the **Child Device**, or it may be powered off. If you're having difficulty with the **Remote Pinpad** feature, please get in touch with our support team.

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10 Lower Grosvenor Place, London, SW1W 0EN. DNA Payments Limited is authorised  
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for the provision of payment services.

## Contact DNA Payments

support@**dna**paymentsgroup.com

**dna**payments.com

0208 102 8100