DemoMate

and

OSCARE

Operator's Guide

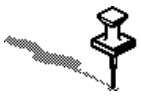
Rev. 2.0
July, 1994

TABLE OF CONTENTS

TABLE OF CONTENTS

Introduction[1]

This Operator's Guide is designed to walk you through a sample session for each of the features that are used in normal operation. It is assumed that you have unpacked the device and have turned it **On,** and that it has been initialized. The **OSCARE** will be used for demonstration purposes, but the text will also apply to the **DemoMate** family as well.



Any differences or specific features will be pointed out by this 'Note' icon.

Before Proceeding

Before proceeding, you need to make sure you have everything you are going to need. This will make the process easier, and will help you avoid a lot of frustration, especially if **OSCARE** should time-out (after about 30 seconds) while you are trying to locate information.

- ⇨ **OSCARE**
- ⇨ Setup Cards 1 & 2 (2 Sets, Provided by ***DSI***)
- ⇨ Operator Cards (if required, Provided by ***DSI***)
- ⇨ Format Card (Provided by ***DSI***)

Here is the Sample Data that will be used in the examples :

DES Key : 1A 2B 3C 4D 5E 6F 78 90
Dec Table : 0123456789012345
Security Key : 732539 (SECKEY)
Operator PIN : 1234

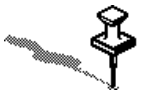
Track 1 : %B1234560001234567^TEST¤CARD^9912120100000123456?
Track 2 : ; 1234560001234567 = 9912 120 1 0000 123456 ?
SS PAN FS Exp SC M Offset Misc ES

Document Conventions Used

Text Conventions

Normal Text	-	Normal text appears in normal Times Roman Font.
Screen Text	-	Text from the **OSCARE** Screen appears in Bold Courier Font (Shaded).
REPORTS	-	References to Menu Items appear in Bold Italic Small Caps Courier Font.
APPENDIX A	-	References to other sections appear in Bold Small Caps Times Roman Font.
Section One	-	Section Titles appear in Bold Arial Font (Large).
SubSection	-	Sub Section Titles appear in Bold Arial Font (Medium).
Note	-	Bold Italics Times Roman Font is used to get your attention. Examples would be the notation of important or optional information.
glossary	-	Key points or terms may appear in Underlined Bold Italics Times Roman Font the first time it is used. If this is a term, you can find it listed in the glossary.
ABC ◆ DEF	-	The reference to **DEF** will be found under Topic **ABC**.

Icons

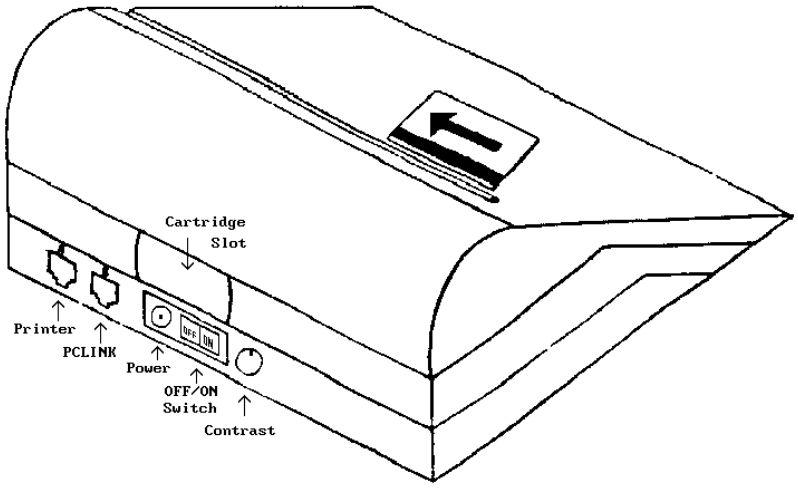
 - This Icon is used to point out important notes.

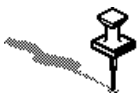
 - This Icon is used to point out tips that you may find useful.

 - This Icon is used to indicate that you should press the indicated key.

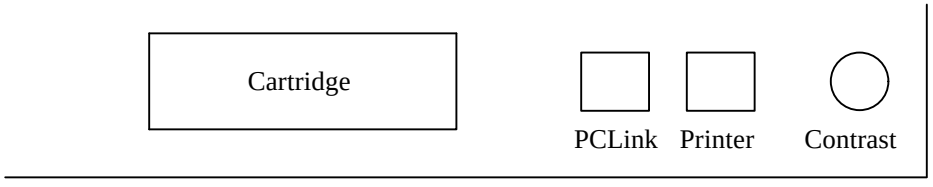
Card Insertion

- STRIPE UP - - By "**Stripe Up**", we mean that the magnetic stripe faces up towards the top of the device, (away from you) while the stripe is completely down inside the slot. The embossed name should appear upside down from your perspective. Refer to the diagram. Note that you insert the card on the left hand side of the unit.





The OSCARE is shown. The DemoMate (below) is similar, except that the card slot is located near the bottom. Also, the connectors and controls on the back are in different locations :



Now we are ready to begin!

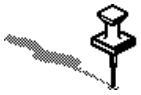
Accessing Demonstration Screens

```
          M A I N   M E N U

CUSTOMER SELECTED PIN ------------->
DEMONSTRATION SCREENS ------------->
DOWNLOADABLE SCREENS -------------->
PCLINK SCREEN --------------------->
```

(Only Displayed with PCLink Option)

(Only Displayed with PCLink Option)

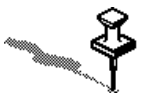
Demonstration Screens can be accessed at anytime - the device does not need to be initialized first. There are two different methods for accessing the Demonstration functions, depending upon how your device is configured. In its standard configuration, ***DEMONSTRATION SCREENS*** (hard-coded or default) is the only options. If you have purchased the ***PCLink*** option, you will also have the ***DOWNLOADABLE SCREENS*** option. This option allows you to access customized Demonstration / Marketing screens which you have created using ***PCLink*** and downloaded to the device(s). This section will show a sample transaction from the generic screens provided with **OSCARE**. These screens should very closely match the screens found on a real ATM.



Your screens may differ from the ones shown. However, the basic flow of the transactions should be similar, and the concepts are identical.

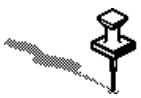
```
    SELECT ATM EMULATION TYPE

      PRESS CANCEL TO EXIT

                  DIEBOLD-------->
                  IBM------------>
                  NCR------------>
```

At this point, you need to select the type of emulation which matches your real ATM. The examples will show the Diebold emulation since it uses no special keys, and is consistent with other emulations. After choosing the emulation type, the ***WELCOME SCREEN*** will be displayed.

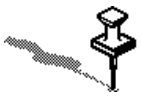


You have to press the* CANCEL *from this screen to return to the MAIN MENU.

```
          WELCOME TO

     YOUR FINANCIAL INSTITUTION

         PLEASE INSERT CARD
            FOR SERVICE

    THIS IS A DEMONSTRATION ONLY

       YOU WILL NOT BE ABLE TO
          INSERT YOUR CARD.

                PRESS TO BEGIN------>
```

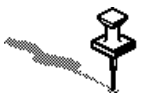


Press the* CANCEL *Key from the* WELCOME SCREEN *to return to the* SELECT ATM EMULATION *screen.



OSCARE does not have a demonstration card slot so you will not need to (or be able to) insert a card. Instead, you will need to depress the button beside* PRESS TO BEGIN*. However, the DemoMate does have a demonstration card slot, so you will have to insert a card in order to proceed The card does not need to be encoded, and the orientation is not critical. Although it is best to insert the card the same way the ATM requires it - with the stripe facing down and to the right.

```
        ENTER PERSONAL
    IDENTIFICATION NUMBER

             XXXX

    PRESS CANCEL IF ERROR
```



An 'X' will display as each digit is entered. The generic demonstration screens will accept any PIN number. The screen will automatically clear and proceed to the Demonstration Main Menu.

Since the device does not care which PIN number is entered, you may have the customer enter his/her newly selected PIN number.

At this point, the customer needs to enter their **PIN** number to the proceed.

```
        SELECT TRANSACTION

      PRESS CANCEL IF ERROR

          WITHDRAWAL--------------->
          DEPOSIT------------------>
          TRANSFER----------------->
          OTHER-------------------->
```

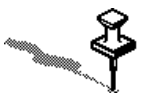
Choose the type of transaction you want to demonstrate. Only a Withdrawal transaction will be shown here. The other transactions are similar.

```
     SELECT TYPE OF WITHDRAWAL

       PRESS CANCEL IF ERROR

          FROM SAVINGS------------->
          FROM CHECKING------------>
          FROM CREDIT CARD--------->
```

Next, you need to choose where the money is to be withdrawn from.

```
     ENTER WHOLE DOLLAR AMOUNT

          MAXIMUM $200.00

             $  40.00

                PRESS IF CORRECT---->
                PRESS IF INCORRECT-->
```

Enter the amount that you want to withdraw. If you make an error entering the amount, ***PRESS IF INCORRECT*** to try again. ***PRESS IF CORRECT*** to continue.



The amount must be $200.00 or less, and in multiples of $5.00 for this demonstration. Also, you need to enter the trailing '00'.

```
TRANSACTION BEING PROCESSED

PLEASE WAIT
```

There will be a brief wait while ***OSCARE*** "***Processes The Transaction***."

```
PLEASE TAKE YOUR CASH

THIS IS A DEMONSTRATION ONLY
 YOU WILL NOT  RECEIVE CASH
HOWEVER AT A  FULL SERVICE ATM
 YOU CAN ACCESS YOUR  ACCOUNT
    AT YOUR  CONVENIENCE


     PRESS TO CONTINUE-------->
```

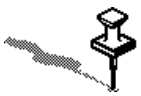
You will now be prompted to remove your cash. Again, this is only a demonstration, so you will simply need to **PRESS TO CONTINUE**.

```
TRANSACTION COMPLETE

ANOTHER TRANSACTION?


        PRESS IF YES-------->

        PRESS IF NO--------->
```

If you would like to perform another transaction, you can ***PRESS IF YES*** and you will be returned to the Demonstration Main Menu (**SELECT TRANSACTION**). Otherwise, ***PRESS IF NO*** to take your card and end the demonstration..

```
      PLEASE TAKE YOUR CARD
           AND RECEIPT


            THANK YOU

THIS IS ONLY A DEMONSTRATION
A RECEIPT WILL NOT BE PROVIDED
AND YOU DO NOT HAVE TO REMOVE
YOUR CARD.

          PRESS TO CONTINUE-------->
```

PRESS TO CONTINUE to return to the Welcome Screen.



OSCARE does not have a demonstration card slot, so you will not have to (or be able to) remove your card. Instead, you will need to PRESS TO CONTINUE. However, the DemoMate does have a demonstration card slot, and you will have to remove your card to proceed.

Accessing Customer Selected PIN Functions3

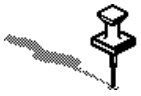
```
        M A I N   M E N U

CUSTOMER SELECTED PIN ------------->
DEMONSTRATION SCREENS ------------->
DOWNLOADABLE SCREENS -------------->
PCLINK SCREEN --------------------->
```

(Only Displayed with PCLink Option)

(Only Displayed with PCLink Option)

Once the ***FIRST TIME INITIALIZATION*** has been completed, access to the OSCARE is straight forward. There are two different scenarios when you choose ***CUSTOMER SELECTED PIN*** from the ***MAIN MENU***. The first is when the power has been turned ***Off*** to the **OSCARE**. In this case, you will need to use your Setup Cards and enter the Security Key prior to entering your Operator PIN. This is referred to as '***INITIALIZATION FOR DAILY OPERATION***'. In the second case, **OSCARE** has not been turned ***Off,*** but has timed out to the ***MAIN MENU***. In this case, you only need to enter your Operator PIN (and Operator Card, if required) to access the Customer Selected PIN Functions. This is referred to as '***NORMAL OPERATION***'.

Initialization For Daily Operation

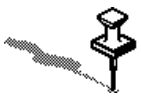


This procedure needs to be performed any time the power has been turned Off. You will be required to insert the Setup Cards and to enter the Security key.

```
CUSTOMER SELECTED PIN MODE

PLEASE INSERT SETUP CARD 1

      - STRIPE  UP -

  (PRESS CANCEL TO EXIT)
```

Insert Setup Card 1, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, you will be asked to remove the card and try again. Otherwise, you will be prompted to enter the Security Key.

```
      ENTER THE SECURITY KEY




PRESS TO USE DEFAULTS ------------>
```



Be sure to enter the same Security Key that was entered during Initialization. Remember, if your Security Key is less than 16 characters (it is typically 4 or 6 digits), you will need to 'PRESS TO USE DEFAULTS' to proceed.

After entering the Security Key, you will be asked to re-enter it for verification purposes. You can proceed only after the Security Key is entered correctly (the first and second entry match).

```
    CUSTOMER SELECTED PIN MODE

    PLEASE INSERT SETUP CARD 2

          - STRIPE  UP -

      (PRESS CANCEL TO EXIT)
```

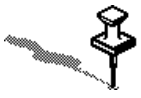
Insert Setup Card 2, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, you will be asked to remove the card, and you will need to try again.

From this point on, you will follow the steps for '***NORMAL OPERATION***'.

Normal Operation

If you chose to use Operator Cards, you will be required to insert your Operator Card before continuing.

This Note only applies if you have just finished 'INITIALIZATION FOR DAILY OPERATION'.



If you are being asked to enter an Operator Card, but you said No to Operator Cards during Initialization, then you have <u>probably</u> entered the Security Key incorrectly. This could also apply if you are using Operator Cards, and OSCARE fails to recognize your Operator PIN or Card. In either case, you will need to turn the power Off and back On and then follow the steps for 'INITIALIZATION FOR DAILY OPERATION'.

```
   PLEASE ENTER YOUR OPERATOR PIN
       (PRESS CANCEL TO EXIT)
```

An 'X' will be displayed as each digit of your Operator PIN is entered. After you enter the fourth digit, you will proceed to the ***CARD ACTIVATION MENU***, but only if your PIN was Valid. If your PIN was invalid, the X's will be erased and you have to repeat this step.

```
          CARD ACTIVATION MENU
         (PRESS CANCEL TO EXIT)

  READ A CARD ------------------------>

  SELECT A PIN ----------------------->

  ENCODE A CARD ---------------------->

  SYSTEMS MENU ----------------------->
```

You are now Officially ready to use **OSCARE**.

DemoMate / OSCARE Orientation4

Topics Covered

This orientation will be presented in blocks so that you can easily skip any sections that do not apply to you. The following topics are covered :

- ⇨ Adding Operators
- ⇨ Deleting Operators
- ⇨ Creating an Encode Template
- ⇨ Encoding a Card
- ⇨ Reading a Card
- ⇨ Selecting a PIN
- ⇨ Selecting a PIN Without a Card
- ⇨ Verify / RePIN a Card
- ⇨ Viewing / Clearing the Audit Trail
- ⇨ PCLink Screen

Adding Operators

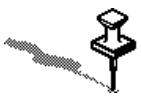
Perhaps one of the first things that should be done is the addition of other Operators. We will add a Level 1 Operator - they will be able to Read a Card, Select a PIN and RePIN a Card (if the Customer knows his/her existing PIN.)

```
        CARD ACTIVATION MENU
       (PRESS CANCEL TO EXIT)

READ A CARD ----------------------->

SELECT A PIN ---------------------->

ENCODE A CARD --------------------->

SYSTEMS MENU ---------------------->
```

```
            SYSTEMS MENU
       (PRESS CANCEL TO EXIT)

SUPERVISOR MENU ------------------->

REPORT MENU ----------------------->

RE-PIN A CARD --------------------->

CARD ACTIVATION MENU -------------->
```

```
          SUPERVISORS MENU
       (PRESS CANCEL TO EXIT)

UPDATE OPERATORS ------------------->

UPDATE CARD FORMAT ----------------->

DISPLAY COUNTER -------------------->

SYSTEMS MENU ----------------------->
```

```
        UPDATE OPERATORS MENU
       (PRESS CANCEL TO EXIT)

ADD A OPERATOR --------------------->

DELETE A OPERATOR ------------------>

SYSTEMS MENU ----------------------->
```



Only Level 9 Operators may access these features. Since we chose not to use Operator Cards, OSCARE will automatically assign us the next available ID. If Operator Cards were used, you would be required to enter the ID.

Here you are being asked to enter the Operator PIN for the New Operator. This is the PIN (or access code) that they will be required to enter in order to gain access to OSCARE. For the Orientation, enter **1111**.

```
   PLEASE ENTER YOUR OPERATOR PIN
       (PRESS CANCEL TO EXIT)

                XXXX
```

An 'X' will be displayed as each digit of your Operator PIN is entered. After you enter the fourth digit, you will be prompted to re-enter your PIN number. This is for verification purposes. If there was an error, the X's will be erased and you have to repeat this step. After successfully entering the new Operator's PIN, you will need to enter the Security Level for the new Operator. See ***APPENDIX C : SECURITY LEVELS*** for an explanation of the Security Levels and the access they provide. For the Orientation, enter **1** (Access to Basic functions).

```
      PLEASE ENTER THE OPERATORS
            SECURITY LEVEL


                    1


PRESS IF CORRECT ------------------->

PRESS IF INCORRECT ----------------->
```

Once the new Operator's PIN and Security Level has been entered, you will see this message:

```
       YOU HAVE BEEN ASSIGNED

         OPERATOR ID - 000002

         SECURITY LEVEL - 1


PRESS IF CORRECT ------------------->
```

It is strongly recommended that you keep a record of the Operators and the ID numbers (<u>not</u> PINs) that they have been assigned. This information is needed to delete an Operator or change an Operator's PIN.

You are now prompted to enter a Setup Card 2.

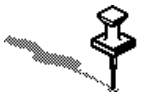
```
     PLEASE INSERT SETUP CARD 2

           - STRIPE  UP -
```

Insert a Setup Card 2, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, you will be asked to remove the card and try again. Otherwise, you will see the following screen:

```
    SETUP CARD 2 SUCCESSFUL
  WOULD YOU LIKE TO MAKE ANOTHER?



PRESS IF YES ----------------------->
PRESS IF NO --------------
```

(After first Setup Card 2)

(After last Setup Card 2)



The Operator information is stored on Setup Card 2. Therefore, you need to update each Setup Card 2 that you made during initialization. This is typically two cards. If the system times out before inserting a Setup Card 2, the Operator card created will be invalid, and you will need to Add them again. A maximum of six Operators can be supported.

After you have updated all of your Setup Card 2's, you will see a message indicating the transaction was successful.

```
   OPERATOR ADDITION SUCCESSFUL



 COUNTER = 000081

        PRESS TO CONTINUE---------->
```

You will now be returned to the **SYSTEMS MENU**.

Deleting Operators

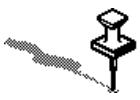
This topic will show how to Delete an Operator. This function is used to remove an Operator from the system. You would do this any time you no longer desire for a particular Operator to have access to the device, or whenever you needed to change the customer's **PIN** number or Security Level.

```
        CARD ACTIVATION MENU
       (PRESS CANCEL TO EXIT)

READ A CARD ----------------------->

SELECT A PIN ---------------------->

ENCODE A CARD --------------------->

SYSTEMS MENU ---------------------->
```

```
           SYSTEMS MENU
       (PRESS CANCEL TO EXIT)

SUPERVISOR MENU ------------------->

REPORT MENU ----------------------->

RE-PIN A CARD --------------------->

CARD ACTIVATION MENU -------------->
```

```
         SUPERVISORS MENU
       (PRESS CANCEL TO EXIT)

UPDATE OPERATORS ------------------->

UPDATE CARD FORMAT ---------------->

DISPLAY COUNTER ------------------->

SYSTEMS MENU ---------------------->
```

```
        UPDATE OPERATORS MENU
       (PRESS CANCEL TO EXIT)

ADD A OPERATOR -------------------->

DELETE A OPERATOR ----------------->

SYSTEMS MENU ---------------------->
```



Only Level 9 Operators may access these features. You do not need to know the Operator's PIN in order to delete the operator - only the Operator ID number.

Here you are to enter the Operator ID of the Operator you want to delete. This is the ID that was assigned to that individual when he/she was added.

If you are using the Soft version of the software, the Operator ID is 4 digits long. Otherwise, the Operator ID is 6 digits long.

The Operator ID's are recorded in the Operator WorkSheet.

```
PLEASE ENTER THE OPERATOR ID
   (PRESS CANCEL TO EXIT)

          0001

      PRESS IF CORRECT---------->

      PRESS IF INCORRECT-------->
```

After you enter the last digit, **PRESS IF CORRECT** and **PRESS IF INCORRECT** will be added to the screen. **PRESS IF CORRECT** to continue. You will be prompted to confirm your decision.

```
          ARE YOU SURE?



            YES--------------->

            NO---------------->
```

If you choose ***NO***, you will be returned to the SYSTEMS MENU. If you choose ***YES***, you will see a ***Please Wait*** screen, and then you will be prompted to insert Setup Card 2.

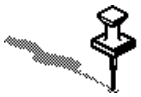
```
    PLEASE INSERT SETUP CARD 2

          - STRIPE  UP -
```

Insert a Setup Card 2, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, you will be asked to remove the card and try again. Otherwise, you will see the following screen:

```
    SETUP CARD 2 SUCCESSFUL
  WOULD YOU LIKE TO MAKE ANOTHER?



PRESS IF YES ---------------------->
PRESS IF NO ----------------------->
```

(After first Setup Card 2)

(After last Setup Card 2)



The Operator information is stored on Setup Card 2. Therefore, you need to update each Setup Card 2 that you made during initialization. This is typically two cards. If the system times out before inserting a Setup Card 2, the Operator will still be valid the next time you use your Setup Card. You will need to turn the unit Off and then back On, and Delete that operator again.

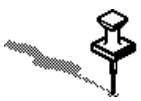
After you have updated all of your Setup Card 2's, you will see a message indicating it was successful.

```
   OPERATOR DELETION SUCCESSFUL



   COUNTER = 000100

        PRESS TO CONTINUE---------->
```

You will now be returned to the **SYSTEMS MENU**.

Create An Encode Template

Now we can create an Encode Template. This will supply the capabilities needed to enter only the data that changes from customer to customer, i.e. - only a portion of the account number or member number. You can also use multiple formats by creating a Format Card for each format. Note that this requires you to load the appropriate Format Card each time you switch between formats.



This option is only available if encoding was enabled during Initialization.

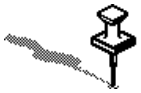
To use "Multiple Encoding Formats," all of the formats must use the same parameters to define the physical card layout (i.e., the same length PANs and the Offsets in the same location.)

```
            SYSTEMS MENU
        (PRESS CANCEL TO EXIT)

SUPERVISOR MENU ------------------->

REPORT MENU ----------------------->

RE-PIN A CARD --------------------->

CARD ACTIVATION MENU -------------->
```

```
           SUPERVISORS MENU
        (PRESS CANCEL TO EXIT)

UPDATE OPERATORS ------------------->

UPDATE CARD FORMAT ----------------->

DISPLAY COUNTER -------------------->

SYSTEMS MENU ----------------------->
```

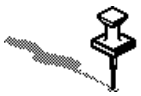
An Operator must have a Security Level of **8** or higher to access the Format Card Menu.

```
           FORMAT CARD MENU
        (PRESS CANCEL TO EXIT)

CLEAR CARD FORMAT ----------------->

READ FORMAT FROM CARD ------------->

CREATE NEW CARD FORMAT ------------>

SYSTEMS MENU ----------------------->
```



If you are using multiple Card Formats, you will be prompted to Select a Format before proceeding. This also applies to Reading / Clearing a Format.

Constant Data is any information on the magnetic stripe that does not vary. Constant Data cannot be altered when encoding cards. Examples of Constant Data include ISO Number, Institution Identifier, Expiration Date, Service Code, Offset and Discretionary Data. Variable Data is information that does vary, and is required to be entered when encoding cards. Variable Data is represented by a '•' prior to editing. The Start Sentinel, End Sentinel and LRC are automatically encoded by the system.



Before beginning this section, you will need to have completed the ENCODING FORMAT WORKSHEET provided in your manual.

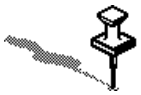
We will be Creating a format for both Tracks 1 & 2.

```
          SELECT TRACKS

TRACK 1 --------------------------->

TRACK 2 --------------------------->

TRACKS 1 & 2 ---------------------->
```

First, we will complete the Track 1 Card Format. The Introduction lists the assumptions and sample data used for these examples. A sample of what the finished format should look like is shown. '¤' represents a SPACE character. The variable positions will be the last 7 digits of the Card Number, and the Member Number. The cursor is located under the ***B*** when we begin.

```
        TRACK 1 CARD FORMAT

B123456000•••••••^¤^9912120•0000123
456


PRESS TO CONTINUE ----------------->
```

APPENDIX B - ALPHA KEY ENTRY has more details about entering alphanumeric characters. If you have the auxiliary keyboard, you can type numbers and letters directly, and use Function Keys for entering special characters.



The name field has been filled with spaces. This means that you will not have to (or be able to) enter a Name during Encode. You will be prompted for a new name if you decide to 'Encode & PIN' the card. This keeps you from being required to 'Space over' the extra dots in the Name field. If you plan to do 'Encode Only' (skipping the PIN part) and you want to put a Name on the card, you will need to put dots in the name field instead of spaces. In this case, you may also want to put dots in the Offset field.

After you have entered the Track 1 Format, you are ready to enter the Track 2 Format.

```
        TRACK 2 CARD FORMAT

123456000•••••••=9912120•0000123456



PRESS TO CONTINUE ------------------>
```

Now that we have entered our new Encoding Format Template, we need to save it on the Format Card. This will allow us to reload the format without having to physically type it in, if it should ever be necessary.

```
   PLEASE INSERT NEW FORMAT CARD

          - STRIPE  UP -
```

Insert the Format Card, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, (after three attempts) you will be asked to remove the card, and a message will display that Card Formatting Failed. If this happens, you do not need to re-enter the format data. You will need to go back through the steps for Creating a Format and just '***PRESS TO CONTINUE***' until you are asked to Insert your Format Card. If the Card was written successfully, you will be asked to remove the card and then you will see the following screen:

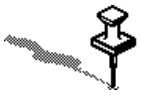
```
     CARD FORMATTING SUCCESSFUL



PRESS TO CONTINUE ------------------>
```

In either case, you will be returned to the ***SYSTEMS MENU***. For the next section, observe the ***CARD ACTIVATION MENU*** .

```
            SYSTEMS MENU
        (PRESS CANCEL TO EXIT)

SUPERVISOR MENU ------------------->

REPORT MENU ----------------------->

RE-PIN A CARD --------------------->

CARD ACTIVATION MENU -------------->
```

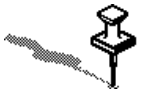
Encoding a Card

This feature can be used for the creation of new cards, replacement of damaged or lost cards, encoding of a temporary card, re-encoding of an erased customer card and the creation of test cards. Since we created an Encoding Format Template, the Constant Data will be automatically filled in, and only the Variable Data will need to be entered. (If a template had not been created, then dots would have appeared in all of the fields, and all of the data on the card would have to be entered manually). The ability to Encode Cards requires an Operator with a Security Level of **5** or higher.



This option is only available if encoding was enabled during Initialization.

```
          CARD ACTIVATION MENU
        (PRESS CANCEL TO EXIT)

READ A CARD ----------------------->

SELECT A PIN ---------------------->

ENCODE A CARD --------------------->

SYSTEMS MENU ---------------------->
```



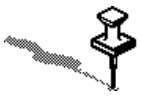
If you are using multiple Card Formats, you will be prompted to Select a Format before proceeding.

We will be Encoding both Tracks 1 & 2.

```
          SELECT TRACKS

TRACK 1 --------------------------->
TRACK 2 --------------------------->
TRACKS 1 & 2 ---------------------->
```

```
          TRACK 1 DATA
DATA  1 - 20  B123456000•••••••^¤^




NEXT FIELD ------------------------>
```

You can enter/edit data using the same techniques as outlined when the Encode Format Template was created.



All Constant Data has been filled in, and the cursor is under the first character of the Variable Data. After you enter the last character of the Variable Data, the cursor will wrap back to the first position of the Variable Data. All Variable Data must be entered, or you will receive an 'Invalid Card Format' message.

```
          TRACK 1 DATA

DATA  1 - 20  B12345600012345678^¤^




NEXT FIELD ------------------------>
```

Again, notice that the cursor stops on the Variable Data, filling in the Constant Data.

```
            TRACK 1 DATA

 DATA  1 - 20  B1234560001234567^¤^

 DATA 21 - 40  9912120•0000123456



NEXT FIELD ------------------------->
```

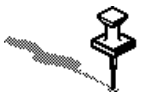
```
            TRACK 1 DATA

 DATA  1 - 20  B1234560001234567^¤^

 DATA 21 - 40  9912120_0000123456



NEXT FIELD ------------------------->
```

After you have entered all the Variable Data and press ***NEXT FIELD***, the prompt changes to ***PRESS TO CONTINUE***, and you can proceed to Track 2.

```
            TRACK 1 DATA

 DATA  1 - 20  B1234560001234567^¤^

 DATA 21 - 40  9912120_0000123456

 DATA 41 - 60

 DATA 61 - 76

 PRESS TO CONTINUE ------------------>
```

Data is entered on Track 2 the same as it is for Track 1. Only the field labels have changed.

```
         TRACK 2 CARD FORMAT

 ACCOUNT NUMBER  1234560001234567



 NEXT FIELD ------------------------->
```



Notice that the Data entered on Track 1 has been copied to Track 2 for you. The cursor is under the first position of the Variable Data. If you need to make changes you may, but normally you only press the NEXT FIELD button.

After entering the Member Number, we are ready to proceed.

```
        TRACK 2 CARD FORMAT

ACCOUNT NUMBER  1234560001234567
EXP. DATE       9912
MISC. DATA      12010000123456




PRESS TO CONTINUE ----------------->
```

Now you need to decide whether you want to encode the card as entered or also ***Select a PIN***. We are going to skip the PIN Selection process for now. (This will create a "***New***" Card.)

```
  WOULD YOU LIKE TO SELECT A PIN?



PRESS IF YES ----------------------->

PRESS IF NO ------------------------>
```

```
 PLEASE INSERT CARD TO BE ENCODED

          - STRIPE  UP -
```

Insert the card to be Formatted ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, (after three attempts) you will be asked to remove the card, and a message will display that the ***CARD ENCODING FAILED***. If this happens, you will need to go back

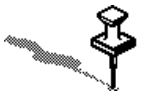
through the steps for Encoding a Card. If the Card was written successfully, you will be asked to remove the card, and then you will see the following screen:

```
      CARD ENCODING SUCCESSFUL

           COUNTER = 000082



PRESS TO CONTINUE ------------------>
```

Read a Card

This feature allows you to read the data which has been encoded on the Magnetic Stripe, and display it on the screen. This is particularly useful in determining whether a card has been encoded correctly, not encoded at all, or if the Magnetic Stripe has been damaged. This feature may be accessed by any Operator. Now, read the card that was just encoded.

```
        CARD ACTIVATION MENU
       (PRESS CANCEL TO EXIT)

READ A CARD ------------------------>

SELECT A PIN ------------------------>

ENCODE A CARD ----------------------->

SYSTEMS MENU ------------------------>
```



If you are using multiple Card Formats, the Format used will be determined by the ISO or BIN number (the first 6 digits of the Card Number).

We Encoded Tracks 1 & 2 so we will Read Tracks 1 & 2.

```
          SELECT TRACKS

TRACK 1 --------------------------->

TRACK 2 --------------------------->

TRACKS 1 & 2 ---------------------->
```

```
       INSERT CARD TO BE READ

           - STRIPE  UP -
```

Insert the card to be Read, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly, or if the card is not swiped properly, you will be asked to remove the card (after three attempts) and a message will display which tracks failed: ***READ ERROR TRACK #***. If this happens, try re-reading the card. If this persists, the card is either not inserted properly, not encoded properly, or it is damaged. If the Card was read successfully, you will be asked to remove the card, and then you will see the screen below:

```
            TRACK 1 DATA

DATA  1 - 20  B1234560001234567^¤^

DATA 21 - 40  991212010000123456



PRESS TO CONTINUE ----------------->
```

At this point you need to verify that the data is correct by comparing it to your Encoding Format Worksheet. The Card Number should match the number embossed on the card. The remainder of the data should be similar to the worksheet. If you recorded the Offsets when the cards were issued/PINned, the Offsets should match. After verifying that the data is correct, you may proceed to Track 2.

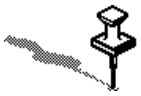
It is usually easier to extract the Offset from Track 2, even if it is also on another Track.

```
        TRACK 2 CARD FORMAT

ACCOUNT NUMBER  1234560001234567
EXP. DATE       9912
MISC. DATA      12010000123456




PRESS TO CONTINUE ------------------>
```

You will be returned to the ***CARD ACTIVATION MENU***.

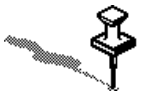
Select A PIN

This feature allows you to Select a PIN on a card. The card ***must*** already be encoded and the Offset ***must*** be zero filled. If the card has not been encoded, perform the Encode a Card function first. If the Offset field is not zero filled, you will need to RePIN the card (this is discussed in the next section). Select a PIN and RePIN a Card are the most common functions performed on the **OSCARE**. Any Operator can perform this function. The Customer will need to enter his/her own PIN on the **OSCARE** number pad, but he/she should ***NOT*** handle the card. Only the Operator should handle the card during the transaction.



SELECT A PIN is used when PINning cards from a "New Accounts Kit" or "Vaulted Issue" or when the Customer did not Select his/her own PIN (System Generated or Natural PINs.) See also REPIN A CARD.

```
        CARD ACTIVATION MENU
       (PRESS CANCEL TO EXIT)

READ A CARD ------------------------>

SELECT A PIN ----------------------->

ENCODE A CARD ---------------------->

SYSTEMS MENU ----------------------->
```



If you are using multiple Card Formats, the Format used will be determined by the ISO or BIN number (the first 6 digits of the Card Number).

Selecting A PIN Without a Card

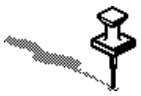
If you have enabled the ***PIN WITHOUT CARD*** option during initialization, you will need to select the data entry option as shown below. Otherwise, you may skip ahead to the ***Insert Card*** screen.

```
ACCOUNT NUMBER ENTRY OPTIONS)
   (PRESS CANCEL TO EXIT)


ENTERED FROM CARD ----------------->

ENTERED FROM KEYBOARD ------------->
```

If you choose ***FROM KEYBOARD***, you will proceed as though you were doing an Encode & PIN except that you are automatically prompted to select your PIN, and you will ***NOT*** be asked to insert a card. If you choose ***FROM CARD***, you will proceed as discussed here.

```
INSERT CARD TO BE ACTIVATED

      - STRIPE  UP -
```

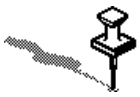
Insert the card to be Activated, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, you will be asked to remove the card, (after three attempts) and the following message will display: ***READ ERROR***. If this happens, try the procedure again. If this persists, the card is either not encoded properly or it is damaged. If the Card was read successfully, you will see the screen below.



Do not remove the card until told to do so. The card will remain in the slot until the PIN Selection process is complete.

```
         ENTER NEW NAME?


PRESS IF YES ---------------------->

PRESS IF NO ----------------------->
```

If the card had a Name previously encoded on it, the Name would appear. This screen, and the following screens relating to *Name*, should be skipped over if your device does not support Track 1.



If you are going to be Adding / Changing the name on the card, you may wish to consider purchasing the optional Alphanumeric Keyboard. If you are not using the optional Keyboard, you will need to refer to APPENDIX B : ALPHA KEY ENTRY. If you do not use names, or if you do not want to change the name, then select NO.

```
          PLEASE ENTER NAME


=


PRESS IF NAME CORRECT ------------->
```

We will use '***TEST CARD***' for the Name. Remember, to enter the ***Space***, press 

followed by 

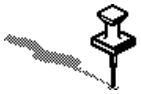
. Be sure to let go of the "Shift" key before pressing the "0" key.

```
          PLEASE ENTER NAME

TEST CARD


PRESS IF NAME CORRECT ------------->
```

At this point, it is time for the customer to enter his/her own PIN number. The **OSCARE** should be positioned so as to give the customer a sense of privacy while entering the PIN. An 'X' will be displayed as each digit of the PIN is entered. After the PIN is entered, the customer should ***PRESS IF CORRECT***, the customer will be prompted to re-enter the PIN number. This is for verification purposes. If there was an error, the X's will be erased and the customer will have to repeat this step.

```
        PLEASE ENTER YOUR NEW
    PERSONAL IDENTIFICATION NUMBER

DO NO SELECT AN EASILY IDENTIFIABLE PIN
SUCH AS: YOUR NAME, BIRTH DATE OR 1234.


                _


        PRESS IF CORRECT ------------>

        PRESS IF INCORRECT ---------->
```

After the PIN is entered successfully, the ***Operator*** will need to slide the card when prompted.



The Customer should <u>NOT</u> be allowed to handle the card until the PIN Selection is successful.

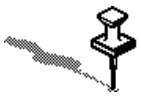
```
      PIN SELECTION SUCCESSFUL

NAME = TEST CARD
TRACK 1 OFFSET = 5678

TRACK 2 OFFSET = 5678

COUNTER = 000083


   PRESS TO CONTINUE --------------->
```

If you are required to log the Offset, or to enter the Offset into an 'Admin Terminal' to activate the card, you should write down the Offset shown above.

You will be then be returned to the ***CARD ACTIVATION MENU***.

Re-PIN a Card

This feature allows you to Re-PIN an existing customer's card. It also allows you to verify that a correct PIN was entered for the card. Any Operator may perform this function. However, if the customer does not know his old PIN, an Operator with a Security Level of **3** or higher will be required to RePIN the card. This is done for security reasons. By doing this, you are responsible for verifying that the customer is the true cardholder. In this case, the transaction is marked as "***OVER-RIDE***" in the Audit Trail Buffers.

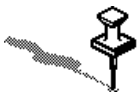


RePIN will be on the Systems Menu unless Encode has been disabled during Initialization. If this is the case, RePIN is on the Card Activation Menu.

```
            SYSTEMS MENU
        (PRESS CANCEL TO EXIT)

SUPERVISOR MENU ------------------->

REPORT MENU ----------------------->

RE-PIN A CARD --------------------->

CARD ACTIVATION MENU -------------->
```

```
PLEASE INSERT CARD TO BE RE-PINNED

          - STRIPE  UP -

       (PRESS CANCEL TO EXIT)
```

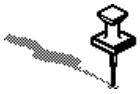
Insert the card to be RePINned, ***Magnetic Stripe facing up*** (*refer to Introduction - Card Insertion*). You will be prompted to ***PLEASE SLIDE CARD RIGHT*** and then ***PLEASE SLIDE CARD LEFT***. If the card is inserted incorrectly or if the card is not swiped properly, you will be asked to remove the card (after three attempts) and this message will display: ***READ ERROR***. If this happens, try the procedure again. If this persists, the card is either not encoded properly or it is damaged. If the Card was read successfully, the Customer will be asked to enter his/her current PIN.



Do not remove the card until instructed to do so. Doing this will terminate the transaction and you will have to repeat the transaction. The card will remain in the slot until the RePIN Selection process is complete.

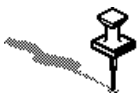
```
PLEASE ENTER YOUR CURRENT PIN

          TEST CARD

             XXXX

PRESS IF CORRECT ---------------->

PRESS IF INCORRECT -------------->
```

If there is a name currently encoded on the card, it will be displayed.



The Customer should <u>NOT</u> be allowed to handle the card until the RePIN transaction is successful.

After the customer enters his ***Current*** PIN, you will see a screen that indicates whether the customer correctly entered his Current PIN and you will be given the option to continue or quit. If the customer cannot remember his Current PIN, he may enter any number (suggest all **0**'s) to proceed. In this case, the transaction becomes a RePIN Over-ride. For now, assume the Current PIN was correct.



It is very important that you read the screen carefully at this point. The first word indicates whether the Current PIN verified : CORRECT vs INCORRECT.

```
        CORRECT PIN ENTERED
 WOULD YOU LIKE TO RE-PIN THE CARD?




PRESS IF YES ----------------------->
PRESS IF NO ------------------------>
```

(If you want to RePIN the Card)

(If only verifying the PIN)

If you answered ***No***, you will be returned to the ***SYSTEMS MENU***.

If you answer ***Yes***, how you proceed will depend upon whether the customer entered the correct PIN, as well as the Operator's Security Level. If the correct PIN was entered, or if an incorrect PIN was entered, and the Operator has a Security Level of 3 or higher, you will proceed with the ***REPIN*** function. The procedure is exactly the same as for ***SELECT A PIN***, starting with the ***ENTER NEW NAME*** question, so those steps will not be repeated.

If the Operator is not authorized to perform a RePIN Override, he/she will be asked to remove his/her card, and then the following message will appear :

```
       INCORRECT PIN ENTERED
 (INVALID SECURITY LEVEL TO RE-PIN)




PRESS TO CONTINUE ------------------>
```

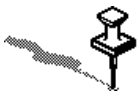
You will be returned to the ***CARD ACTIVATION MENU***.

We have now touched on the functions you will use while working with a customer. Next, we will focus on the System Maintenance and General Usage aspects of the **OSCARE**.

Viewing/Clearing the Audit Trail Buffers

The **OSCARE** provides a complete Audit Trail of all transactions, both completed and failed. It includes Encoding, PINning, RePINning, Adding and Deleting Operators. **OSCARE** can store up to **60** transactions before the buffers must be cleared. The Audit Trail is stored in a battery backed up RAM, so it will be retained even if the **OSCARE** is turned **Off**. If Audit Trail Buffers were disabled during initialization, then

only the last transaction is stored in the Buffer. An Operator with a Security Level of **7** or higher is required to view or clear the buffers.



It is recommended that you clear the buffers periodically, and you should not wait until you are prompted to do this. To clear the buffers, you have to view <u>EVERY</u> transaction (2 tracks per buffer times 60 buffers equals 120 screens to view). This may take a few minutes. Based upon the daily volume of transactions you perform, you may want to clear them nightly, weekly or monthly, as appropriate to the amount of usage.

```
            SYSTEMS MENU
       (PRESS CANCEL TO EXIT)

SUPERVISOR MENU ------------------->

REPORT MENU ----------------------->

RE-PIN A CARD --------------------->

CARD ACTIVATION MENU -------------->
```

All reports can be displayed on the screen or printed to the optional Audit Trail Printer.

```
            REPORT MENU
       (PRESS CANCEL TO EXIT)

CARD ACTIVITY REPORT -------------->

OPERATOR DATABASE REPORT ---------->

SYSTEMS MENU ---------------------->
```

If you have a printer, you will be prompted for an output device. Choose ***SCREEN***, if applicable. Below is a sample based upon the transactions in this orientation.

```
  ADD OPERATOR

OPERATOR'S ID   000002
SECURITY LEVEL  1

OPERATOR ID     000001
COUNTER         000081



PRESS TO CONTINUE --------------->
```

```
  TRACK 1 DATA - ENCODE

DATA  1 - 20    B1234560001234567^¤^

DATA 21 - 40    991212010000123456




PRESS TO CONTINUE --------------->
```

```
  TRACK 2 DATA - ENCODE

ACCOUNT NO.     1234560001234567
EXP. DATE       9912
MISC. DATA      12010000123456


OPERATOR ID     000001
COUNTER         000082

PRESS TO CONTINUE --------------->
```

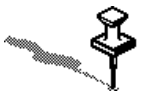
```
  TRACK 1 DATA - PIN

DATA  1 - 20    B1234560001234567^TE

DATA 21 - 40    ST¤CARD^991212010797

DATA 41 - 60    123456



PRESS TO CONTINUE --------------->
```

```
  TRACK 2 DATA - PIN

ACCOUNT NO.     1234560001234567
EXP. DATE       9912
MISC. DATA      12010797123456


OPERATOR ID     000001
COUNTER         000083

PRESS TO CONTINUE --------------->
```

```
  TRACK 1 DATA - RE-PIN

DATA  1 - 20    B1234560001234567^TE

DATA 21 - 40    ST¤CARD^991212010797

DATA 41 - 60    123456



PRESS TO CONTINUE --------------->
```

```
  TRACK 2 DATA - RE-PIN

ACCOUNT NO.     1234560001234567
EXP. DATE       9912
MISC. DATA      12010797123456


OPERATOR ID     000001
COUNTER         000084

PRESS TO CONTINUE --------------->
```

After all the transactions have been Viewed / Printed, you will be asked whether or not to clear the Buffers.



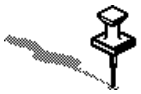
If you are using the PCLink interface, you will not be able to clear the transactions from the screen, so the next screen will be skipped over, and you will return to the SYSTEMS MENU. To clear the transactions, you will need to Poll the device from a PC running the PCLink program. Refer to your procedures manual for information on how this is accomplished.

```
REMOVE CARDS FROM BUFFER?


     PRESS IF YES ------------>
     PRESS IF NO ------------->
```

(Permanently Remove Buffers)

(Do Not Erase the Buffers)

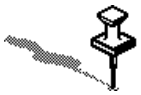
Preparing the device to be Polled



This section only applies if you are using the PCLink PC Software to poll the transactions from the device.

Polling refers to the process of extracting the card information from the device and uploading it to a PC. The ***PCLink*** option allows for centralized storage of the transactions gathered from several devices. This makes generating reports easier, and it facilitates the automatic update of a host computer with any new accounts or PIN Offset changes.

There are two different modes of ***PCLink*** - Remote and In-Branch. The mode you are using depends upon whether or not you are using a modem. Before proceeding, check to make sure the device is properly cabled. (*refer to Introduction - Location of Controls*). If you are using a modem, be sure it is turned on. For both modes, choose ***PCLINK SCREEN*** from the **MAIN MENU**.



The device MUST be on the PCLink Screens in order for the card data to be polled. Failure to do so will result in 'POLLING FAILED' errors at the PC.

```
          M A I N   M E N U

CUSTOMER SELECTED PIN ------------->

DEMONSTRATION SCREENS ------------->

DOWNLOADABLE SCREENS -------------->

PCLINK SCREEN --------------------->
```

***PCLink* using modems (Remote)**

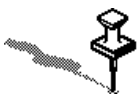
When you choose ***PCLink*** you should notice some of the lights flashing on your modem as it is initialized. There may be some other lights lit up, but you can ignore these. After a few seconds, the '***AA***' light (Auto Answer) should come **On** and stay **On**. This indicates that the modem is ready to answer the telephone, and that the device is ready to be polled. You will see the **WAITING FOR PCLINK** screen.

***PCLink* without using modems (In-Branch)**

When you choose ***PCLink,*** you will immediately see the **WAITING FOR PCLINK** screen. There is no extra initialization required.

```
        NOW WAITING FOR PCLINK

      CARD STATUS    - UNCHANGED
      SCREEN STATUS  - UNCHANGED

         PRESS CANCEL TO EXIT
```

The device is now ready to be polled and / or downloaded. The **CARD STATUS** indicator will change to **UPLOADING** while being polled. The **SCREEN STATUS** indicator will change to **DOWNLOADING** while screens are being downloaded. Upon completion, each one will indicate whether the operation was **SUCCESSFUL** or **FAILED**.



If the CARD STATUS indicator says UPLOAD OK, then the PC has successfully extracted the card data from the device, but the Audit Trail Buffer was not cleared.

This completes the Orientation.

Appendix A : Common QuestionsA

The following is a collection of common questions that are asked regarding the **DemoMate** / **OSCARE** products. Each question list some steps that you can try to resolve the problem. If these suggestions do not resolve the problem, please call customer support and we will gladly help you correct the problem.

General

I've turned the unit on but nothing happens. What's wrong?

Check to make sure the Power supply is plugged into the wall socket and that it is connected to the **DemoMate** or **OSCARE**. If the Power supply is plugged into a power strip, make sure the power strip is turned on. If this still doesn't fix the problem, check to see that other items work from this electric outlet (such as a computer.)

I've turned the power on and I heard a beep but I cannot see anything on the Screen.

Try adjusting the Display Contrast. There is a round knob on the back of the device for this purpose.

When I turn the Power on, it just screams (a sick, warbly tone). The screen is usually has black "wavy" lines in it. What's wrong?

First, turn the power ***Off***. Check the power supply. If you also have a Printer or Modem, you may be using the wrong power supply. The correct power supply should say "Input : 7.5 VDC." The other power supplies say 'VAC' instead of 'VDC.' If this is not the case or if this doesn't solve the problem, see the question below.

When I turn the Power On, it just screams (a solid, annoying tone). The screen is usually black or has lines in it. What's wrong?

First, turn the power ***Off***. If there is a cartridge plugged into the back of the device, remove and re-insert it. This should fix the problem if the cartridge is not aligned properly. If there is no cartridge or if this doesn't correct the problem, try another electrical outlet.

I turned the unit On and I get the Main Menu but none of the keys work. What is wrong?

Turn the unit ***Off*** and wait a few seconds before turning it back on. If this does not fix the problem and if you have an external (or "pull-out") keyboard, see the *KEYBOARD* section of this Appendix.

I turned the unit On and it works fine but occasionally the screen fades in & out. What is happening?

There are several factors which can cause the screen to fade slightly. Usually, adjusting the contrast knob (on the back of the unit) for a slightly darker screen will reduce this effect. This is most noticeable when you are writing information to a card. Another cause could be other equipment on the same electrical outlet, such as Copiers, Computers, Embossers, etc. You may also have marginal power on the circuit you are using. In these cases, you can try moving the unit to another electrical outlet on a different circuit breaker (atleast for testing).

It keeps telling me *INVALID SETUP CARD*. I've tried all of the cards provided with the unit. What's wrong?

If this is a new unit, you will need to program the Setup Cards - ***DSI*** cannot do that because ***DSI*** doesn't know your DES Key. You will need to turn the power **Off** and go through **FIRST TIME INITIALIZATION**.

If the cards have already been programmed, then make sure that you are inserting the card properly (*refer to Introduction - Card Insertion*). If the card is being inserted correctly, then card may be damaged. If this is the case you will need to reprogram the cards (Setup 1, Setup 2 and Operator Cards, if used).

It keeps asking me to insert my Operator Card but I don't use them. Why?

Check your Security Key. In almost all cases, this is the problem. You will need to turn the power **Off** and go through **DAILY INITIALIZATION** again.

Can I recover the Offset after the screen has been cleared ?

Yes. Browse the Card Activity report and find the transaction. You will need to know where the offset is located on the track (see Offset Index on worksheet).

Why Doesn't the Account Number copy from track 1 to 2 during encode?

Check the software revision. This feature requires Soft Rev. 1.5 or greater or Hard Rev 1.6 or greater. Also, check the Encode template. The Account Number segments of both tracks must be identical.

When it asks me to '*ENTER NEW NAME?*' it doesn't let me enter a name. Why?

This prompt is asking you whether or not you would like to enter a new name, or change the existing name. If you answer yes, then you will be able to enter the name.

When I Encode a card, all the fields have dots in them. How do I correct this?

You either have not loaded/created an Encoding Template or it has become corrupt. If you have a valid Format Card, you can read it into the template ***(Systems Menu | Update Card Format | Read Format From Card | Tracks 1&2)***. Otherwise you will need to create one. ***See Create an Encode Template***.

I tried to RePIN a card but it told me "Incorrect PIN Entered." How should I continue?

If you have recently reinitialized the device, and you are sure the PIN entered was correct, you need to verify the data used to initialize the device and then reinitialize it. Be sure to check the DES Key - See **Appendix B** if it has any Alphabetics (***A-F***) in it.

Either the Customer did not know the PIN or they have forgotten it. In either case, you need to verify that they are who they say they are and that the card is indeed theirs. If everything is OK, press the key indicating that you would like to go ahead and RePIN the Card. It will be marked as an "Over-ride" transaction. Otherwise, choose to terminate the transaction and remove the card.

When I follow the prompt to "Slide Card Right" it terminates the transaction. Why?

You need to slide the card with a smooth, constant swipe. You cannot stop or change speeds. Also, do not remove the card until prompted to do so. Another possibility is that the cards are translucent or too shiny.

It tells me the Buffers are full and it wont let me do any more transactions. What do I do?

You need to Clear the Audit Trail Buffers. ***(Systems Menu | Report Menu | Card Activity Report ; choose YES when done)***

I sent my unit in for an upgrade / repairs. It had a cartridge but now it doesn't. Why?

The device will function properly. As a rule, we tend to place the Firmware (cartridge) internal any time a unit is returned for upgrades / repairs, unless specifically requested not to. This makes the device more reliable because you don't have to worry about the cartridge not being plugged in correctly (or being removed).

Why do I get OFFSET FIELD NOT ZERO FILLED or CARD HAS ALREADY BEEN PINNED when I try doing *SELECT A PIN*?

SELECT A PIN is designed for cards which have not been PINned by the customer. Try ***REPIN A CARD*** instead.

How do I change the PIN (or Security Level) for an Operator?

To change the PIN for an Operator, you will need to first Delete the Operator and then Add them again. At this time you can enter a new PIN and / or Security Level.

Can I unplug the unit and move it to another location after it has been setup?

Yes. All of the setup information is stored on the Setup Cards. As long as your Setup Cards are not damaged, all you need to do is turn the unit On without holding any keys down, select ***CUSTOMER SELECTED PIN*** from the Main Menu, slide your setup cards as prompted and enter your Security Key (followed by "***DEFAULT***") when asked to do . If you are using Remote ***PCLink*** you will need to be sure that the current phone line reaches to where you are moving the device to **- *OR* -** that you change the phone number stored at the PC to reflect the change. For In-Branch ***PCLink*** you just need to make sure the cable will still reach between the PC and the device.

We had a power outage (or the unit was turned Off). Do I need to reprogram the device?

No. **See *'Can I unplug the unit and move it to another location after it has been setup?' above.***

When I use the Setup Cards provided by *DSI*, it tells me "Invalid Setup Card 1". Why?

The Setup cards as provided by ***DSI*** are ***NOT*** pre-programmed with your specific information since ***DSI*** does not know your DES Key. You will need to initialize them yourself (however, ***DSI*** can help you with initialization).

I held down the *CANCEL* key to initialize the unit but it only displays the Main Menu. Why?

Be sure to press the key until you hear a beep. If you are sure that you are holding down the key correctly and have tried more than one time, then your device may be configured as a '***Slave***' device. If this is the case, you will need to contact your main office and request new setup cards. A slave device cannot be initialized without a special '***Master***' cartridge. This is done for security reasons.

Demonstration Screens

How do I quit Demonstration Screens and return to Customer Selected PIN Functions?

Choose **CANCEL** from the Welcome Screen (or emulation selection screen for generic screens).

How do I insert a card to begin a demonstration?

OSCARE : There is no place to insert a card on an **OSCARE**. Instead, you will be prompted to press a key to continue as though you had inserted a card. Consequently, the same approach is used to remove the card.

DemoMate : The card should be inserted with the stripe facing down and on the right-hand side. Please note that the **DemoMate** doesn't really care about the orientation but it is best to mimic your real ATM.

How do I demo inserting or removing items during Withdrawals and Deposits?

Neither the **OSCARE** nor the **DemoMate** can ***receive*** or ***dispense*** anything during the demonstration. Instead, you will need to either press a designated key or wait for a preset time-out, depending on the type of ATM that you are emulating. You should point out to the customer how your real ATM differs from the demo.

Printer

The printer is turned on and the light is flashing. What does this mean?

When the printer light flashes, it means that the printer has detected an error condition. Typically, it could mean that your printer is out of paper. In this case, adding a new roll of paper will fix the problem. If this does not fix the problem, then the printer has detected a hardware error. Please contact ***DSI***.

The printer is turned on but nothing prints. The paper doesn't advance and the device doesn't say that it is printing. Why?

Check the cabling. Is it in the correct port (*refer to Introduction - Location of Controls*)? Try unplugging each connector and then plug them back in.

The printer only prints garbage. It was working fine until I changed the paper. Why?

Check the DIP switches : 1, 6 and 8 should be **Off**; all other should be **On**. This occurs sometimes after the paper has been changed. It seems that the switches are susceptible to fingernails.

The printer is turned on but nothing prints. It does acts as though it were printing. Why?

Check that the paper is properly installed. Thermal paper only prints on one side.

The printer is turned on but nothing prints. It does acts as though it were trying to print. The device says it is printing. Why?

Check that the paper is properly installed. The paper may be jammed.

External Keyboard

The keyboard doesn't seem to work. I don't hear a beep as I press the keys. What's wrong?

The keyboard may have become disconnected. Turn the unit Off. Unplug the keyboard from the unit and then reconnect it. This should resolve the problem if it was a poor (or no) connection. Also, the external keyboard does not work during demonstration screens.

Some of the keys on the keyboard don't work. Why?

Not all of the keys on your keyboard are supported by **OSCARE**. In general, **OSCARE** supports only A-Z, 0-9, F1-F6 and some punctuation characters. See ***APPENDIX B : ALPHA KEY ENTRY*** for the complete set.

PIN Pad

I have plugged the PIN Pad in but it doesn't seem to be working. What's wrong?

Check the cabling. Is it in the correct port? It shares the same port as the Printer (*refer to Introduction - Location of Controls*). Try unplugging the connector and then plug it back in. If you also have a Printer, then you will need to use the splitter provided. Try plugging the PIN Pad directly in to the unit (bypass the splitter).

PCLink

The device wont upload the card data. Why?

Be sure it is on the **WAITING FOR PCLINK** screen. If this is the first time the device is being polled, verify that the information in the Branch Database (on the PC) is correct, especially the Phone Number, Polling Enabled flag and the Access Method.

The device says Waiting For PCLink but it wont answer the phone. The *AA* light is not lit. Why?

The device says Waiting For PCLink but it wont answer the phone. The Tx/Rx (or RD/SD) lights are on solid. Why?

Check the cabling. Is it in the correct port (*refer to Introduction - Location of Controls*)? Try unplugging each connector and then plug them back in.

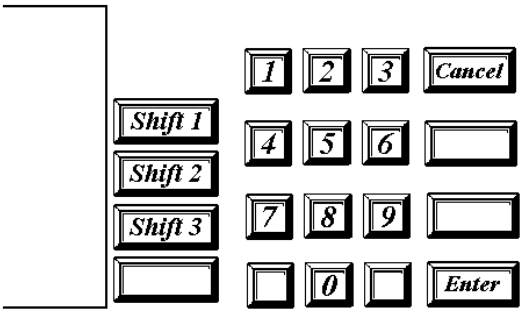
The device says WAITING FOR PCLINK but it wont answer the phone. The *AA* light is *On*. The modem doesn't ring and the *AA* light doesn't blink. Why?

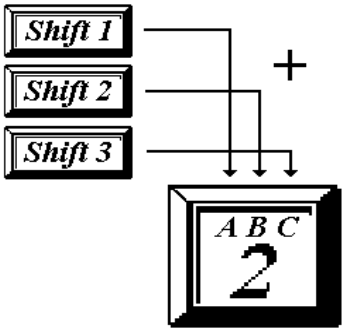
Check the phone line to make sure it is connected. Check the Branch Information on the PC. If both of these are OK, check the phone line to verify that it is working.

Appendix B : Alpha Key Entry

Numeric characters are entered simply by entering the correct value on the keypad. Alphabetic characters require a different procedure and must be entered in the following fashion.

If you are using the optional Alphanumeric Keyboard, you can enter Alphanumerics using the optional Keyboard.





Character	*First Key*	*Second Key*	*Keyboard*	*Notes / Purpose*
←	Shift 1	Shift 1	Back Space	Moves the Cursor 1 Position to the Left
→	Shift 2	Shift 2	TAB	Moves the Cursor 1 Position to the Right
•	Shift 1	0	'•' or F5	Denotes Variable Data for Encode.
-	Shift 2	0	'-' or F6	Enters a dash on Track 1
¤ **(Space)**	Shift 3	0	SPACE	Name Separator on Track 1.
=	Shift 1	CANCEL	'=' or F2	Field Separator on Tracks 2 & 3
^	Shift 1	CANCEL	F1	Field Separator on Track 1
/	Shift 2	CANCEL	'/' or F4	Surname Separator on Track 1
?	Shift 3	CANCEL	F3	End Sentinel for all Tracks. Automatically supplied by system
:	Shift 3	1	':'	Enters a Colon

A			***A***	Enters the Alpha Character 'A'
B			***B***	Enters the Alpha Character 'B'
C			***C***	Enters the Alpha Character 'C'
D			***D***	Enters the Alpha Character 'D'
E			***E***	Enters the Alpha Character 'E'
F			***F***	Enters the Alpha Character 'F'
G			***G***	Enters the Alpha Character 'G'
H			***H***	Enters the Alpha Character 'H'
I			***I***	Enters the Alpha Character 'I'
J			***J***	Enters the Alpha Character 'J'
K			***K***	Enters the Alpha Character 'K'
L			***L***	Enters the Alpha Character 'L'
M			***M***	Enters the Alpha Character 'M'
N			***N***	Enters the Alpha Character 'N'
O			***O***	Enters the Alpha Character 'O'
P			***P***	Enters the Alpha Character 'P'
R			***R***	Enters the Alpha Character 'R'
S			***S***	Enters the Alpha Character 'S'
T			***T***	Enters the Alpha Character 'T'
U			***U***	Enters the Alpha Character 'U'
V			***V***	Enters the Alpha Character 'V'
W			***W***	Enters the Alpha Character 'W'

X			***X***	Enters the Alpha Character 'X'
Y			***Y***	Enters the Alpha Character 'Y'
Q			***Q***	Enters the Alpha Character 'Q'
Z			***Z***	Enters the Alpha Character 'Z'

Examples

(F1 = Shift 1, F2 = Shift 2 and F3 = Shift 3)

Cursor Left one position : F1+F1 Cursor Right one position : F2+F2

The following example demonstrates how to enter a PIN/DES key which has alpha characters in it.

Enter the PIN/DES key A1 B2 C3 D4 E5 F6 78 90

A	1	B	2	C	3	D	4	E	5	F	6	7	8	9	0
F1+2	1	F2+2	2	F3+2	3	F1+3	4	F2+3	5	F3+3	6	7	8	9	0

The following example demonstrates how to enter a typical name.

Enter the Name 'John Doe'

J	O	H	N	*SPACE*	D	O	E
F1+5	F3+6	F2+4	F2+6	F3+0	F1+3	F3+6	F2+3

The following example demonstrates how to enter a full name, with suffix and title, as well as some special characters. This follows the VISA card layout.

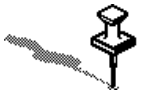
Enter the Name 'Mr. John Q Public, Jr' (PUBLIC JR/JOHN Q.MR)

P	U	B	L	I	C	*SPACE*	J	R	/	J	O	H
F1+7	F2+8	F2+2	F3+5	F3+4	F3+2	F3+0	F1+5	F2+7	F2+*CANCEL*	F1+5	F3+6	F2+4

N	*SPACE*	Q	•	M	R
F2+6	F3+0	F1+1	F1+0	F1+6	F2+7

Valid Characters by Track

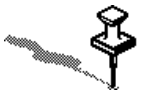
Track	Valid Characters
1	0-9, A-Z, ^, /, -, :, SPACE, .
2	0-9, =, :, .
3	0-9, =, :, .



The period is only valid for a template card. It is used to denote Variable Data.

Appendix C : Security Levels C

A Security Level must be assigned to every Operator. The Security Level assigned should correspond to the desired functions that will need to be performed by the Operator. For example, if Card Encoding is a requirement, the Operator would need to have a Security Level of **5** or higher. The Operator added during First Time Initialization is automatically assigned a Security Level of **9**.



Authorized Access increases as you move down the chart so that a Level 3 inherits all the rights of a Level 1, a Level 5 inherits all the rights of a Level 3, etc. with a Level 9 having access to all functions on the OSCARE.

Security Level	Authorized Functions
1	Read Cards PIN Cards RePIN Cards (if Customer knows old PIN)
3	RePIN Over-ride
5	Encode Cards
7	Print or View Card Activity Buffers Clear Card Activity Buffers
8	Update the Encode Template
9	Update Operators Print or View Operator Database Report

Appendix D : Customer Support

Obtaining Support

To obtain Customer Support, you can call ***DSI***. Phone support is free for the first year from date of purchase. Phone Support fees after the first year vary depending on the type of maintenance agreement you purchased. Before calling, please have the following available :

- ⇨ Institution Name
- ⇨ Product Type
- ⇨ Product Serial Number
- ⇨ A Description of the Problem
- ⇨ The physical product
- ⇨ Your Setup Cards (and Operator Card, if required)

Determining the Revision Message

To determine the revision of your Firmware, turn the power **Off**, hold down the  and turn the power back **On**. As long as you hold the key down, a revision message will be displayed. You should see a message similar to the one below :

```
HELLO, I'M  123456BA  REV. SOFT 1.5
  YOUR FINANCIAL INSTITUTION
    OSCARE/BRAILLE  -  TRACKS 1 & 2
    05/02/94
```

Once you have read the message, you can release the key and the Main Menu will display.

Before Calling

Before calling, you may wish to check ***APPENDIX A : COMMON QUESTIONS*** to see if your question is listed. If your particular question or problem is not listed, or you are unable to resolve the problem on your own, please give us a call. In most cases, the problem can be resolved with a simple phone call.

Returning the Unit

In the event that it should be necessary to return the product for repairs, you will be faxed an RMA form. This form covers ***DSI's*** return policies and shipping methods. It must be completed, signed and returned to ***DSI*** before any repairs can take place. This form also indicates the items that you will need to return in order for us to repair the unit in a timely and effective manner. This consists of the unit and its power supply as a minimum. It may also include any peripherals related to the problem.

Appendix E : Error and Warning MessagesE

Error Messages

Transaction Terminated due to Card Removal

You have removed the card before the transaction was successfully completed. Be sure to read the screen carefully before removing the card.

Transaction Terminated due to Multiple Card Insertions

The device has detected more than one card in the card slot at the same time. This message should never occur during a normal, legitimate activity.

Invalid Card Format (Invalid ISO Number, Track #)

The ISO # (or Card Prefix) read from the card does not match the number entered when the device was initialized. This can also occur during ENCODE A CARD if the ISO # in the template is incorrect. Check the card or template to see if the ISO # is correct.

Invalid Card Format (Invalid Account Number, Track #)

The Account # (Card Number) read from the card is not valid. This can occur during PIN or REPIN if the number on the card doesn't match the parameters used to program the device (i.e., different length Card Numbers.) This can also occur during ENCODE A CARD if any of the variable data is not filled in.

Invalid Card Format (Invalid Check Digit, Track #) { Hard Version }

The MOD-10 Check Digit on the card is incorrect. The card will need to be repaired or replaced.

Invalid Card Format (Offset Field Not Zero Filled) { Soft Version }

Invalid Card Format (Card Has Already Been PINned) { Hard Version }

The Offset field is not zero-filled indicating that the card has already been PINned by the customer. Note that Natural PINs result in an Offset of **0000**. You will need to use RePIN.

Invalid Card Format

This is an undetermined general format error. The card may be damaged. If you chose ENCODE A CARD, the template may be corrupted. If the device has just been reinitialized (reprogrammed), it may have been initialized incorrectly.

Invalid Setup Card

Invalid Setup Card or Incorrect Revision of Setup Card { Soft Version }

The Setup Card you are attempting to use has either been damaged, or not programmed or it was programmed using a different version of the software. You will need to have your setup cards reprogrammed.

Read Error

No tracks were able to be read. The track was either not encoded or has become damaged. The card will need to be either repaired or replaced. This message can occur when PINning and RePINning.

Read Error Track #

The indicated Track was unable to be read. The track was either not encoded or has become damaged. The card will need to be either repaired or replaced. This message can occur when Reading a Card.

The Buffers Are Full No More Transactions Can Occur Until a Report is Printed

The can only store 60 transactions. You will need to print (or view) the buffers and clear them to proceed. If you are using ***PCLink***, you will need to be polled. Otherwise, you need to browse the buffers to clear them.

Warning Messages

Informational Messages

Card Status - Unchanged / Successful / Failed / Upload OK

Screen Status - Unchanged / Successful / Failed

These messages indicate the status of the last communication attempt between the device and the PC. UNCHANGED means the device has not attempted to transfer any data, even though the PC may have tried. Check the cabling. FAILED means that it attempted and failed to transfer any data. UPLOAD OK means that it Uploaded the Card data but did not clear the buffers. SUCCESSFUL means everything went OK.

ReEnter Your PIN

ReEnter Your Operator PIN

ReEnter PIN/DES Key #

ReEnter The Security Key

You need to retype your response for verification purposes since only X's or *'s are displayed.

Track # Offset = ####

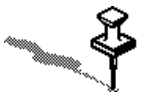
This is the PIN Offset that is written to the magnetic stripe. This is the number you need to write down, if your system requires that you maintain the Offsets. ***NOTE: This is NOT the PIN.***

Counter = ######

This is the Activation Counter that is stored with the transaction in the Audit Trail Buffer. It is a non-resettable counter which is used for auditing purposes.

Appendix F : Forms and WorkSheets[F]

The following forms are designed to assist you in entering the Card Encoding Template (***see CREATE AN ENCODE TEMPLATE***). Any constant data should be entered as such and any variable data should be entered as a '•'.



The End Sentinel (ES) and LRC should be placed after the last used position on the track. The ES is often represented with a '?'. You do <u>NOT</u> have to enter the Start Sentinel (SS), ES or LRC into the template, as the device automatically adds them. They are shown here for completeness.

Track 1 Card Encoding Template

SS																	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54
55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72
					ES	LRC											
73	74	75	76	77	78	79											

Track 2 Card Encoding Template

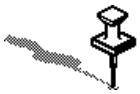
SS																	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
		ES	LRC														
37	38	39	40														

Track 3 Card Encoding Template

SS																	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54
55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72
73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90
															ES	LRC	
91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	

Operator Worksheet

The Operator Worksheet is designed to provide a convenient method for keeping track of Operators authorized to use the device.



There can be a maximum of six (6) Operators defined per device. There is room for twelve (12) Operators in the form provided. The extra spaces can be used when Operators are Changed or Added & Deleted, if needed.

Operator ID	Security Level	Operator's Name

Appendix G : Glossary G

A

A Format An **"**A**"** Format is a standard card encoding specification for Track 1 which indicates that the Customer Name is encoded on the magnetic stripe ***before*** the Account Number. %AName^PAN^Disc. Data?

Account Number The Account Number is the physical account (Checking, Savings, Credit Card, etc.) to which the Card Number is linked. The terms Card Number and Account Number are used interchangeably in this manual. We will always be referring to the Card Number. *See also* ***CARD NUMBER.***

Activation Parameters An Activation Parameter defines how **PIN** Offsets are calculated - Algorithm Type, portion of Account Number used, Offset location, etc.

Audit Trail The Audit Trail refers to the Buffer in the device which holds a log of all transactions which have occurred on the device. All transactions at the device - card transactions as well as Operator Additions and Deletions - are stored in the Audit trail. This is the information that is Polled from the device (if using PCLink).

B

B Format A **"**B**"** Format is a standard card encoding specification for Track 1 which indicates that the Account Number is encoded on the magnetic stripe ***before*** the Customer Name. %BPAN^Name^Disc. Data?

BIN The BIN (Banking Identification Number) is a unique six digit number assigned to an institution to distinguish it from other institutions. *See also* ***ISO NUMBER***.

Branch ID The Branch ID is used to uniquely identify each device. Note that if there are multiple devices at a Branch, each device will need its own Branch ID.

Buffers *Same as* ***AUDIT TRAIL***.

C

Card Layout The Card Layout refers to the format in which the data is written on the card. A typical layout comprises the Start Sentinel, Card Number, Field Separator(s), Name (Track 1), Expiration Date, Offset, other discretionary data, End Sentinel and the LRC.

Card Number The Card Number is the number that is encoded and optionally embossed on the card. It consists of the **ISO** Number, a number unique to each Customer and a Check Digit, if used.

Card [Activation] Parameters The Card Activation Parameters define how the information is stored on the magnetic stripe and the parameters used to calculate PIN Offsets. *See also* ***CARD LAYOUT***.

Card Prefix *Same as* ***ISO NUMBER***.

Card Polling Card Polling is the process of communicating with a device and extracting the transactions from its buffers. Polling only applies if you are also using **PCLink**.

Card Verification Value *See* ***CVV.***

Cartridge Cartridges are used to upgrade the firmware in the devices, should it become necessary. It is a small circuit board containing three **EPROM**s. It is similar in appearance to a game cartridge and it fits in the open slot in the back of the device.

Clear Text Clear Text refers to the text in an unencrypted **PIN**/**DES** Key. *See also **DES Key***.

COM Port The COM (Communications) Port is a port on the PC used for serial communications with external devices, such as a **DemoMate** or **OSCARE** (In-Branch).

Customer Selected PIN Customer Selected PIN is the process (and philosophy) of letting the Customer select their own PIN Numbers. In our context, it also includes all of the support functions necessary to easily and successfully accomplish this.

CVV The CVV (Card Verification Value) is a value stored on the card for security purposes. This value is calculated by encrypting the Account Number, Service Code and Expiration Data and writing the result onto the card. The purpose of this value is to tell if the card has been tampered with.

D

Decimalization Table This table is used to convert the output of the **DES** Encryption (a Hexadecimal Number) to a Decimalized Number. The PIN Offset is extracted from this new value. The Standard Decimalization Table (0123456789012345) is usually used.

DES Algorithm The **DES** (Data Encryption Standard) Algorithm is an algorithm used to encrypt data. It is perhaps the most commonly used algorithm for data encryption. It encrypts the data using a **DES** Key. In our context, it uses the Key, customers card data and PIN Number to generate a **PIN** Offset.

DES Key The **DES** Key is a 16 digit hexadecimal number used by the **DES** Algorithm to encrypt data. A particular **DES** Key is unique to a Financial Institution. This key is one of the most sensitive pieces of data in an ATM program. As such, the **DES** Key is usually split between two people so that no one person knows the complete key. This key should ***NEVER*** be divulged to anyone!

Device The term Device refers to an **OSCARE** or **DemoMate**, unless otherwise noted.

Device Initialization The Device Initialization is the process of Initializing the device(s) so that Customer Selected PINs can be generated.

Diebold Algorithm The Diebold Algorithm is a proprietary algorithm, by Diebold, Inc., used to encrypt data. It is similar to the **DES** Algorithm except that it requires a special table to perform encryptions. In our context, it uses an algo entry point, the customers card data and PIN Number to generate a **PIN** Offset.

E

Encode A Card Encode A Card is a function on the device which allows you to easily encode new cards or repair existing cards. Data input is further simplified by using an encoding template so you only have to enter data that changes from card to card.

Encoding Template The Encoding Template is used to simplify data entry during encoding. It holds an image of the data that is written to the card. Any unique data that needs to be entered when the card is encoded will have a period, as a placeholder instead of the constant data.

EPROMs EPROMs are special computer chips which can be programmed. The firmware for the devices are stored in EPROMs. If it becomes necessary to upgrade the firmware, we can often just send you a cartridge to plug into the device instead of having to return the device to be upgraded. The original Demonstration Screens are also stored in EPROM.

F

Format Card The Format Card is used to store the format entered in the Encode Template.

G

Generated PIN *See **GPIN**.*

GPIN The **GPIN** is an intermediary value generated during **DES** calculations. This 16 digit hexadecimal number is decimalized with your Decimalization Table before an Offset can be extracted. The left-most four digits of the GPIN are usually used.

H

Hard Version This term refers to Firmware which is has been completely programmed with the Offset Calculation Parameters by DSI. This type of Firmware is required if you have custom programming requirements.. The basic functionality between versions is very similar. *See also **SOFT VERSION***

Host Computer The Host Computer refers to the PC being used to communicate with the device.

I

In-Branch Location In-Branch Location refers to the configuration where the device is located in the same location as the PC and they are directly connected (no modem required). Only one device can be connected to the PC.

Instant Issue Instant Issue is the process (and philosophy) of giving the Customer their own ATM card at the time the account is opened. This allows the customer to select their own PIN Numbers and often to use their cards the same (or next) day. This eliminates the usual delay of going through a service bureau and then having the card mailed to the customer. *See also **CUSTOMER SELECTED PIN** and **VAULTED ISSUE.***

ISO Number The **ISO** Number is a unique number assigned to an institution for use with debit and credit cards. This is the first six digits of the card number. Each card type (ATM debit, Visa debit, Visa credit, etc.) will have its own **ISO** Number. The device uses the **ISO** Number to automatically determine which format to use when PINning a card. *Other common names : **BIN** and **CARD PREFIX.***

K

Key The term Key refers to any of the various keys required by the device - **DES** Keys, Security Key, etc. The exact usage depends on the context.

M

MOD 10 Check Digit The MOD 10 Check Digit is a special digit included at the end of the card number on ***most*** debit / credit cards. It is used to verify the integrity of the card number during transmissions. The only time it is necessary for you to have this value calculated for you is when you are manually creating the card number. This is usually not the case.

Modem A modem is a special device that allows two computers to communicate with each other using a standard telephone line.

N

Natural PIN The Natural PIN is a PIN Number generated by a computer such that the Offset is **0000**. This is common where the cards are mailed directly from a service bureau to the customer. If the customer would like to change the PIN, they would need to go to their financial institution to have the PIN changed.

O

Offset The term Offset has several meanings. The meaning will be dictated by the context in which it is used. The most common use is the **PIN** Offset (*See **PIN OFFSET***). Offset can also refer to the position of an item from a specified reference. For instance, the **PIN** Offset is located on the card at some offset from the field separator.

Offset Index This value defines the location on the Track of the Offset from the field separator.

Operator Card An Operator Card is a specially encoded card containing information for an Operator. Operator cards are optional. Whether they are required or not is determined during Initialization.

Operator ID The Operator ID is a number used to link a physical Operator to the Transactions they performed. If Operator cards were not used, the device automatically assigns an ID number. Otherwise, the ID is entered when the Operator is created. It is suggested that you use the number embossed on the Operator Card. The Operator ID is 4 digit for Soft 1.x and 6 digits for Hard 1.x.

Operator PIN The Operator PIN is a four digit number the Operator is required to enter to gain access to a device. This PIN number causes all transactions performed by the Operator to be logged in the Audit Trail using their Operator ID.

P

PAN Primary Account Number. *Same as **CARD NUMBER.***

PIN Base Index This is the Index into the Card Number to find the portion of the Card Number used for Offset Calculations. Please use the ***REFERENCE*** numbers from ***your*** sample tracks.

PIN Base Length This is the Length of the portion of the Card Number used for Offset Calculations. The Length cannot exceed **16** for the DES Algorithm and **19** for the Diebold Algorithm. Also, the PINBase Index + PINBase Length cannot exceed the length of the Card Number.

PIN Offset The PIN Offset is the encrypted form of the **PIN** which is stored on the card. The actual **PIN** is ***NEVER*** stored on the card (or in the devices).

PIN Pad The **PIN** Pad Value is the value used during Offset calculation to pad the Account Number, if required. This value is only required if the PINBase Length is less than **16**. Valid values are **0-9** and **A-F**. If a Pad Value is not required, enter **0** (for **N/A)**.

PIN Verification Value *Same as **PVV.***

PVV The **PVV** (Pin Verification Value) is an alternate form of an Offset. It uses the **DES** Algorithm with a fixed set of parameters. It also uses two keys to perform the encryption. You can have both a PVV and an Offset written on the card. *Also known as the **VISA DES ALGORITHM.***

R

Read A Card Read A Card is a function on the device which allows you to easily read a card to verify that it is encoded correctly. If the card is damaged, you may be able to use Encode A Card (if this option is supported) to repair it.

Remote Location Remote Location refers to the configuration where the devices are located in a different location than the PC and they communicate via modems. Multiple devices can be accessed using this configuration.

RePIN A Card RePIN A Card is a function on the device which allows you to easily change the PIN on a card. RePIN first verifies that the customer knows their current PIN Number. If they do, the transaction proceeds as normal. If they do not know their current PIN, then only a higher level Operator (3 or greater) can proceed with the transaction. The transaction will also be logged as a RePIN Override in the Audit Trail.

S

Screen Downloading Screen Downloading is the process of downloading user-defined demonstration screens created using **PCLink**.

Screens The term Screens refers to the Demonstration Screens on the device. Based on the context, it can be the entire set or just a particular screen. Each device has a set of built-in Screens. You can also download customized Screens that you create using **PCLink**.

Security Key The Security Key is a special key that is required to gain access to a device any time its power is interrupted. This Key can be different for each device.

Select A PIN Select A PIN is a function on the device which allows you to easily Select a PIN for a card. The Offset field must be filled with the Blank Offset Value, which is usually **0**. Note that you can also Select a PIN (versus RePIN) for cards which have been issued Natural PINs, if the Blank Value is **0**. If the Offset field does ***not*** match the Blank Value, you will have to RePIN the card.

Serial Port *Same as* ***COM PORT.***

Setup Card A Setup Card is a specially encoded card containing start up information for a device.

Soft Version This term refers to Firmware which can be field programmed (as opposed to hard-coded) with the Offset Calculation Parameters. This is the most common version of the Firmware. The basic functionality between versions is very similar. *See also* ***HARD VERSION***

V

Vaulted Issue [Cards] Vaulted Issue Cards are cards which are pre-encoded with all the necessary information, except a valid Offset and Name. The Offset field is typically 0 filled while the Name field is usually filled with spaces.

Visa DES Algorithm *Same as* ***PVV.***

W

Welcome Screen When referring to Screens, the Welcome Screen is a (Demonstration) Screen that can detect when a physical card is placed in the demonstration card slot on the device, for **DemoMate**'s only, to begin a transaction. The **OSCARE** offers the same screen type but you must press a key instead of inserting a card.

Appendix H : SpecificationsH

Maximums

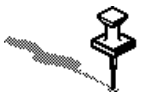
Type	Value	Notes / Comments
Operators	6	Per device
Buffers	60	
Formats	6	
Screens	100	Theoretical (00-99)
	65-70	Approximate (depends on contents of screens)

Printer/PIN Pad Interface

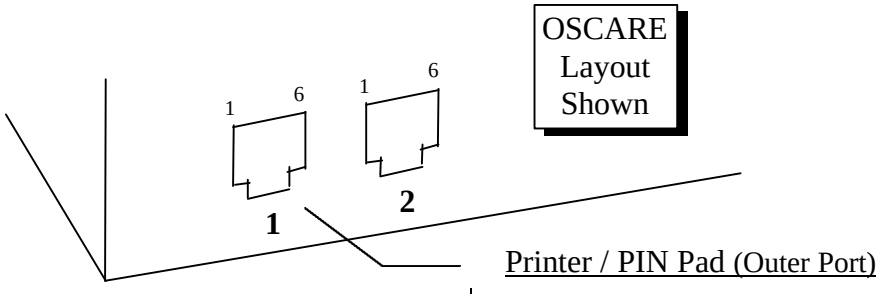
These optional devices use a serial interface with the following specifications:

Baud Rate	1200
Parity	None
Data Bits	8
Stop Bits	1

The Printer/PIN Pad Connector pin out assignments are:



The Printer/PIN Pad is the Outer Port. It is on the right side on a DemoMate.



Printer / PIN Pad (Outer Port)

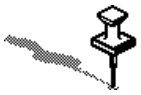
1	RTS (from PIN Pad)
2	Not Used
3	Tx (to Printer)
4	Gnd
5	CTS (from Printer)
6	Rx (from PIN Pad)

PCLink /Embosser Interface

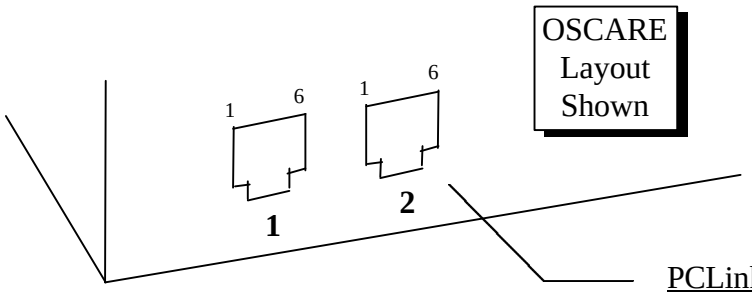
These optional devices use a serial interface with the following specifications:

PCLink Remote Baud Rate	1200 (300 - 2400)
PCLink InBranch Baud Rate	9600 (1200 - 9600)
Electronic Embosser Baud Rate	9600
Parity	None
Data Bits	8
Stop Bits	1

The PCLink / Embosser Connector pin out assignments are:



The PCLink / Embosser is the Inner Port. It is on the right side on a DemoMate.



PCLink / Embosser (Inner Port)

1	Not Used
2	Rx (from PCLink)
3	Gnd
4	Tx (to PCLink)
5	Tx (to Embosser)
6	Not Used

Index[i]