

# *DemoMate* *and* **OSCAR**

## *Supervisor's Guide*

Rev. 2.0  
November, 1994

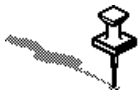


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## Introduction

This Supervisor's Guide is designed to walk you through the First Time Initialization. It is intended as a supplement to the Operator's Guide. It is assumed that you have unpacked the device and turned it **ON**. If you need help with this, please refer to the "Getting Started" manual. The **OSCARE** will be used for demonstration purposes, but the text will also apply to the DemoMate family as well.



*The Note icon is used to draw your attention to important or special features. Any differences between the OSCARE and DemoMate will also be pointed out by this icon.*

### How To Use This Manual

There are two ways to use this manual, depending upon whether or not you have already initialized the device.

If this is your first time initializing the device(s), you should read through the manual and answer all of the questions pertaining to the type of initialization you intend to do (Soft or Hard Version). Then you should go through one more time to do the actual initialization. Otherwise, the device may timeout while you are trying to determine an answer.


If you are re-initializing a device, you may use the worksheet as a reference. You can simply enter the answer directly into the device.

### Before Proceeding

Before proceeding, make sure you have everything that you are going to need. This will make operation easier and avoid any frustration, if **OSCARE** should time-out (after about 30 seconds) while you are locating information.

- ⇒ **OSCARE**
- ⇒ Initialization WorkSheet - Completed (See Appendix)
- ⇒ Card Layout WorkSheet - Completed (See Appendix)
- ⇒ Your DES Key ( This is usually divided between two people )
- ⇒ Decimalization Table ( Dec Table )
- ⇒ Setup Cards 1 & 2 ( 2 Sets, Provided by DSI )
- ⇒ Operator Cards ( if required, Provided by DSI )
- ⇒ Format Card ( Provided by DSI )

### Determining the Software Version

There are two major categories of software for the **OSCARE** - Soft Parameters (field-programmable or generic) and Hard Parameters (custom-programmed or hard-coded). Due to software differences in the setup procedures, you will need to determine the software version that is in the **OSCARE**. First, make sure the power is turned **OFF**. Hold down the  key (on the facia, not the external or 'pull-out' keyboard) and turn **ON** the power. Do not release the key until after you have read the revision message. It should read something like **HELLO, I'M 123456RA REV. SOFT 1.x**. This would indicate that you will need to

follow the directions for the Soft Version. Otherwise, you will need to follow the directions for the Hard Version.

### Sample Data

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^991212010000123456?

Track 2 : ; 1234560001234567 = 9912 120 1 0000 123456 ?  
SS PAN FS Exp SC M Offset Misc ES

Track 3 : ;011234560001234567=991212010000123456?

### Entering Initialization Mode.

To enter Initialization Mode, turn the power **OFF**, hold down  , turn the power back **ON**, and release the key. You should see question 1 below. If you do not, then repeat this step. If you cannot see anything on the display, check the power and / or adjust the contrast knob on the back of the unit.



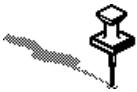
***You cannot enter Initialization Mode on a device running Slave software. In this case, you will need to use a Master cartridge in order to proceed.***

## 2 Initialization & WorkSheet - Soft Version


The questions that **OSCARE** will be asking are listed below. Each question contains a detailed explanation of what the function does. For the Demonstration, use the '*most common answers*' unless otherwise noted.



*You should write down your answers for future reference.*

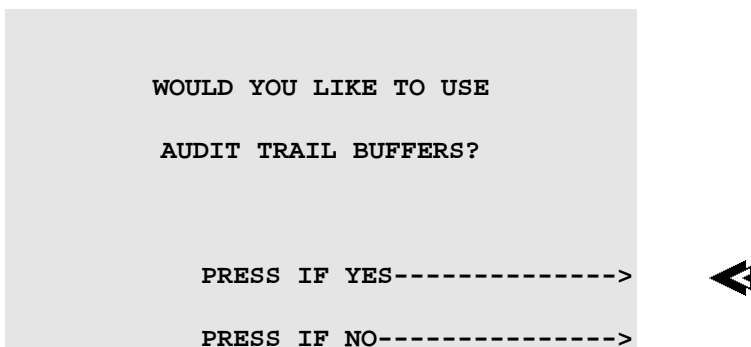


*If all of the people who have a portion of the PIN/DES Key are not present, you will need to find them before you proceed.*

If you have not yet completed this worksheet, then you should do so now, ignoring the actual screens. Once the worksheet has been completed, setting up the **OSCARE** should go very quickly. You will be prompted to enter your answer and instructed upon how to proceed. The appropriate key to enter for the Demonstration will be indicated with a .

### 1.) **Are Audit Trail Buffers Used ?** *Yes / No* Soft Setup:

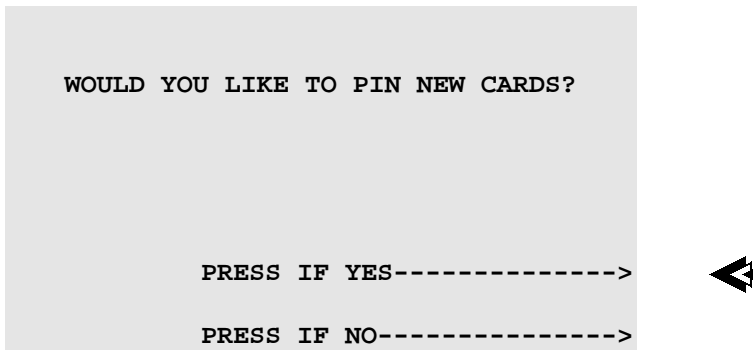
Selecting **Yes** to this question causes all transactions to be stored in an Audit Trail Buffer. This allows you to browse through or print previous transactions. The buffer can store a maximum of **60** transactions before you are required to clear them. All of the information written to the card plus the sequence counter and Operator ID of the person performing the transaction is stored in the buffer. If you are using PCLink, then the time and date are also stored with each transaction. Audit Trail Buffers offer the most security, and they can be very useful for Audit and Quality Control purposes. If **No** is selected, only the last transaction will be stored. The most common answer to this question is **Yes**.



The screenshot shows a text-based interface on a light gray background. The text is centered and reads: "WOULD YOU LIKE TO USE AUDIT TRAIL BUFFERS?". Below this, there are two lines of text: "PRESS IF YES----->" and "PRESS IF NO----->". To the right of the "PRESS IF YES" line, there is a left-pointing arrow icon with a small square at its tip, indicating the key to press.

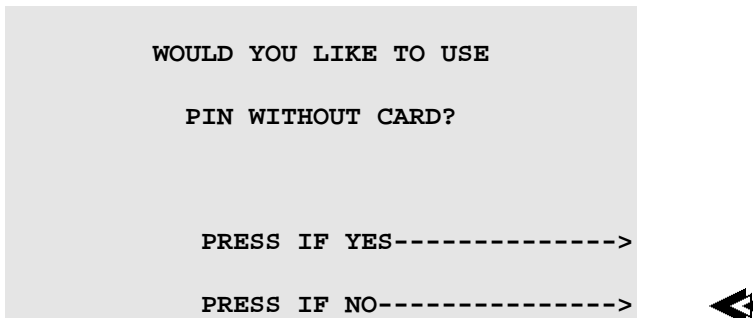
### 2.) **Are New Cards Going To Be PINned ?** *Yes / No* Soft Setup:

Selecting **Yes** to this question allows you to Select a **PIN** for a new card (one which has not been PINned or one which the customer has not chosen their own **PIN**). A **New** card typically has a zero-filled Offset. It allows you to Select a **PIN** without first being prompted for the current **PIN**. If you choose **No**, you will only be able to **RePIN** cards. The most common answer to this question is **Yes**. *See also RePIN.*



3.) **Are PINs Going To Be Selected Without Cards ?** *Yes / No* Soft Setup:

Selecting **Yes** to this question allows you to Select a **PIN** without having the physical card. Otherwise, you must have a card to Select a **PIN**. This method is used when the card is processed after the customer leaves and it is then mailed to him/her. Common examples of this are Visa and MasterCard, since they require a name and valid expiration date to be embossed on the card. This question only appears if you answered **Yes** to Select a **PIN**. When using **PIN Without Card**, you can choose the method of Selecting a **PIN** that you wish to use - *FROM CARD* or *FROM KEYBOARD*. Choosing *FROM CARD* works identical to Select A **PIN**. Choosing *FROM KEYBOARD* works similar to Encode and **PIN**, but without using a card. The most common answer to this question is **No**.



4.) **Are Cards Going To Be Re-PINned ?** *Yes / No* Soft Setup:

This feature allows you to select a new **PIN**. The customer will be required to enter his/her existing **PIN** number. After entering the current **PIN**, you will be asked if you want to continue with the transaction. Consequently, this function can also be used as "**PIN** Verification." If the customer does not know his/her existing **PIN**, an Operator with a Security Level of **3** or higher will be required to complete this transaction. Note that this now becomes a *RePIN / Over-ride* in the Audit Trail. The most common answer to this question is **Yes**.

```
WOULD YOU LIKE TO RE-PIN
EXISTING CARDS ?

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



5.) **Are Cards Going To Be Encoded ?** *Yes / No* Soft Setup:

This feature allows you to repair damaged cards or create cards from scratch. Most institutions seem to prefer *not* to use this option, for security reasons. If used properly in conjunction with the Encoding Template and Audit Trail, it offers an effective method for repairing damaged cards - only the variable data can be entered. For the purpose of this tutorial, you will want to answer **Yes**.

```
WOULD YOU LIKE TO ENCODE CARDS?

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



6.) **Are Operator Cards Used ?** *Yes / No* Soft Setup:

This feature provides an additional level of security since the Operator will be required to insert an Operator Card each time a Customer Selected **PIN** function is to be performed. In either case, the Operator is still required to enter a 4-digit **PIN** to gain access. This is the most secure method but it is also somewhat inconvenient. The most common answer to this question is **No**.

```
WOULD YOU LIKE TO USE
OPERATOR CARDS?

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

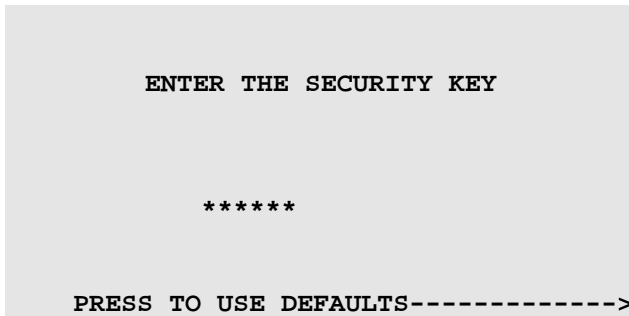


7.) **Selecting a Security Key.** *Hexadecimal Number, typically 6 Decimal digits* Soft Setup:

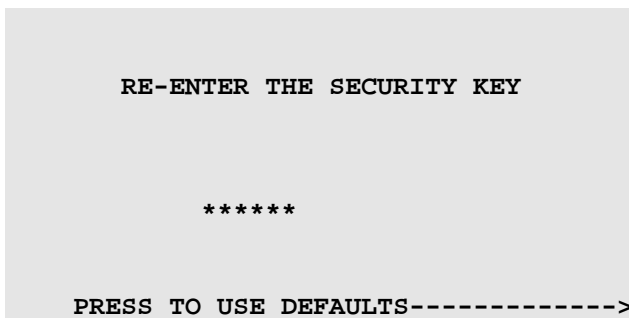
The Security Key can be thought of as the **PIN** for the **OSCARE**. This Key must be entered each time the **OSCARE** is turned **On**. The same precautions should be taken with the Security Key as with a **PIN**. It can be anywhere from **0** to **16** digits in length. Valid characters for the Security Key are **0-9** and **A-F**. It is recommended that you choose a six digit number. Only Supervisor Level personnel (Security Level 9) should have access to the Security Key. For the Demo, enter **732539** ( **S E C K E Y** on the **OSCARE** Number Pad ).



*Your Security Key should NOT be written in this or the Operator's Guide.*



Re-Enter Your Security Key. ( Enter the Same Number as above )

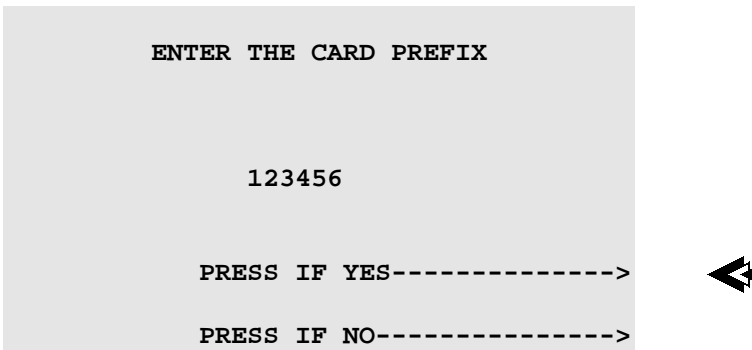


*You will not see the actual numbers that you enter, only asterisks. Any time you cannot see what you are entering, you will be asked to re-enter the data. This applies to Keys as well as to PINs.*

8.) **Card Prefix.** *Decimal Number* Soft Setup:

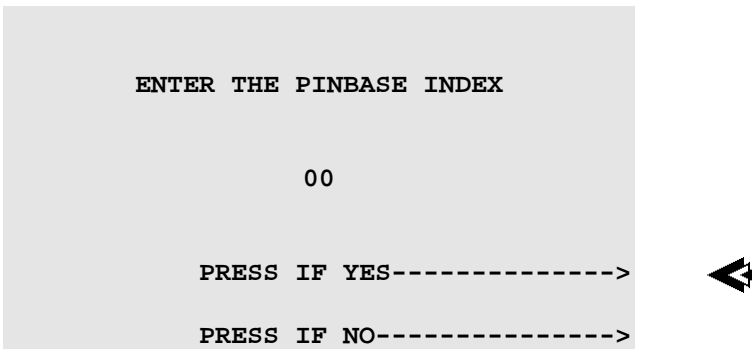
--	--	--	--	--	--	--	--	--	--

Other common names for this term are **ISO** Number, **BIN** and Routing & Transit Number. It can be from **0** to **9** digits in length. This number is determined from the Card Number encoded on the Magnetic Stripe. Leaving this question blank causes **OSCARE** to accept any card. Completing this allows you to accept only cards belonging to your institution. The most common answer to this question is to use the first six digits of the Card Number. For the Demo, enter **123456**.



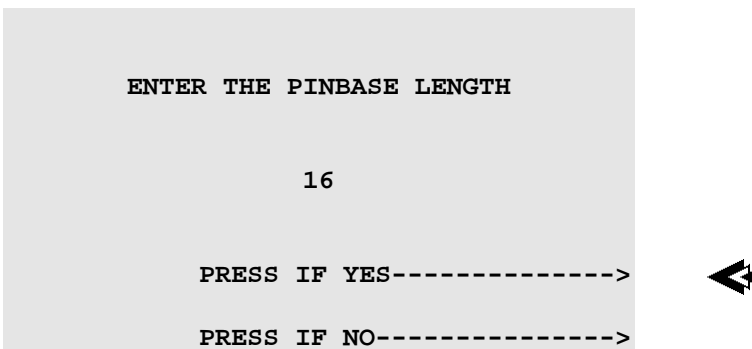
9.) **PINBase Index.** *Decimal Number*   Soft Setup:

This is the Index into the Card Number to find the portion of the Card Number used for Offset Calculations. The first digit of the Card Number is position **00**. The most common answer is **00**, *but this value is fixed by your Card / ATM* processors. For the Demo, use **00**.



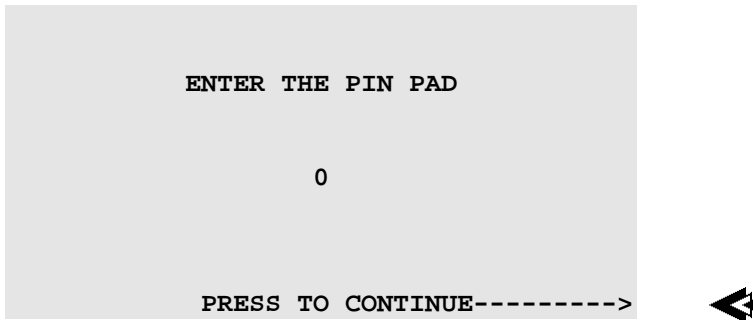
10.) **PINBase Length.** *Decimal Number*   Soft Setup:

This is the Length of the portion of the Card Number used for Offset Calculations. The Length cannot exceed **16** digits. Also, the PINBase Index + PINBase Length cannot exceed the length of the Card Number. The most common answer is **16**, *but this value is fixed by your Card / ATM* processors. For the Demo, use **16**.



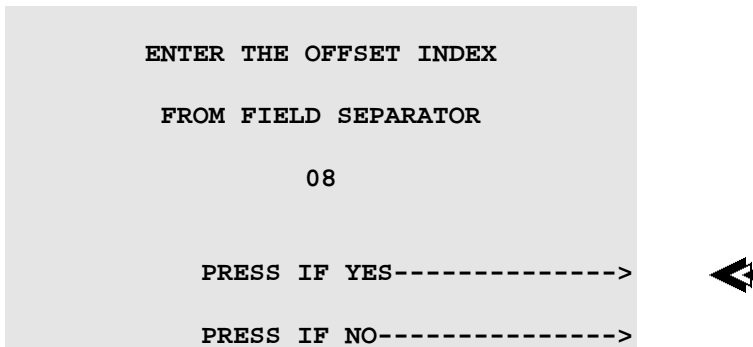
11.) **PIN Pad.** *Decimal Number* Soft Setup:

The PIN Pad Value is the value used during Offset Calculations to pad the Card Number, if required. This value is only required if the PINBase Length is less than **16**. Valid values are **0-9** and **A-F**. The most common answer is '**Not Required**', *but this value is fixed by your Card / ATM processors*. If a Pad Value is not required, enter **0**. For the Demo, enter **0**.



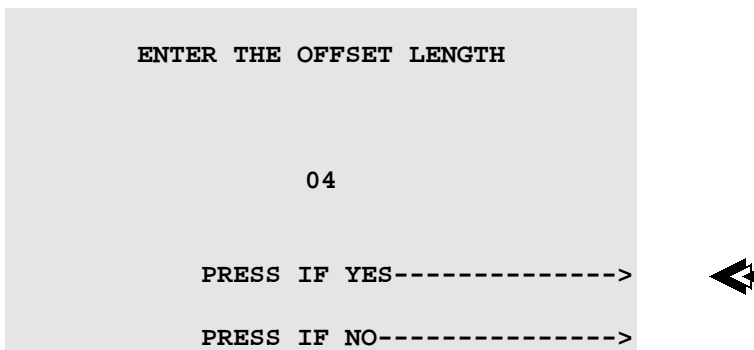
12.) **Offset Index from Field Separator ( Track 2 ).** *Decimal Number* Soft   
Setup:

This value defines the location of the Offset on Track 2. Some Card Processors use the Start Sentinel as the reference point. We use the Field Separator as the reference point, with the first character after the Field Separator (i.e., the first digit of the Expiration Date) being position **00**. There is no single common answer to this question. It varies from processor to processor and, needless to say, *this value is fixed by your Card / ATM processors*. For the Demo, enter **08**.



13.) **Offset Length.** *Decimal Number* Soft  Setup:

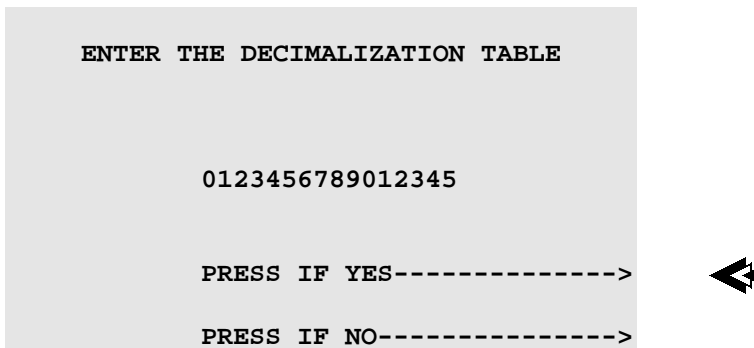
This value is the length of the Offset Number written to the Magnetic Stripe. Possible values are **04**, **05** and **06**. It is almost always **04**, even when a longer **PIN** number is entered (typically, only the last four digits are used). For the Demo, enter **04**.



14.) **Decimalization Table.** *16 Digit Decimal Number* Soft Setup:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

This table is used to convert the output of the DES Encryption, which is a Hexadecimal Number, to a number containing only digits (Decimalized). The Decimalization Table can also be used as an extra 'encryption' stage - the table can re-map the standard values in a non-standard way (i.e., all 2's become 7's, B's become 3's, 0's become 1's, etc.) This new value is called the Natural PIN and it is used to calculate the PIN Offset which is written to the card. The most common answer to this question is to use the Standard Decimalization Table ( **0123456789012345** ) .



*This next question only applies if you are using Track 1.*

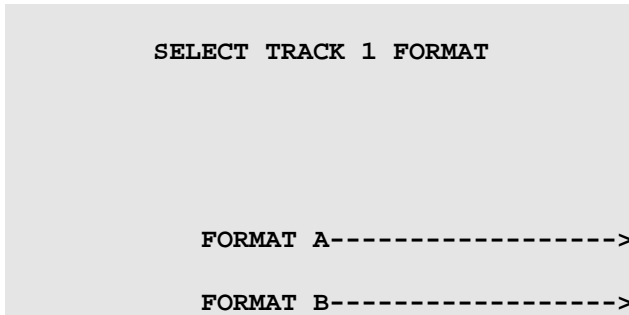
15.) **Is Track 1 an 'A' or 'B' Format ? A / B**

This question determines the physical ordering of the data on Track 1. An 'A' format indicates that the Name is encoded before the Card Number. A 'B' format indicates that the Card Number is encoded before the Name.

'A' Format - %AName^Acct#^Misc. Data ?

'B' Format - %BAcct#^Name^Misc. Data ?

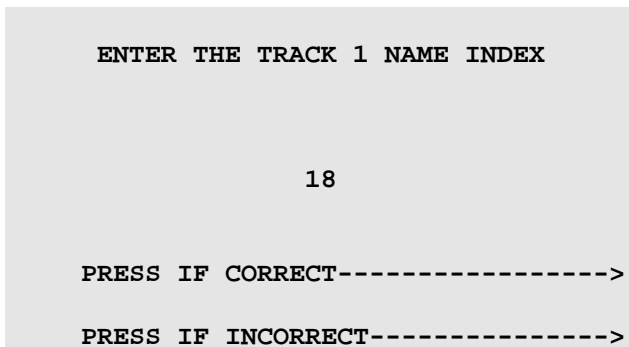
The 'B' Format is the most common.



*This next question only applies if you are using Track 1.*

16a.) **Track 1 Name Index.** *Decimal Number*

This value defines the location of the Name on Track 1 starting from the Start Sentinel. For an 'A' Format, this value is always **01**. For a 'B' Format, this value is the length of the Card Number + **2**. In the Demo, the Index is **18** since the Card Number is **16** digits long and a 'B' Format is being used.



*This next question only applies if you are using Track 3.*

16b.) **Track 3 PINBase Index.** *Decimal Number*

This is the Index into the Card Number to find the portion of the Card Number used for Offset Calculations. This Index is also used to skip past the Format Code on Track 3, if one is used. The first digit after the Start Sentinel is position **00**. The portion of the Card Number used for Offset Calculations is usually the same as for Track 2. *See questions 9 & 10 for more information.* The most common answer is **02**, *but this value is fixed by your Card / ATM processors.* For the Demo, use **02**.

```

ENTER THE TRACK 3 PINBASE INDEX

      02

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

```



17.) **Track 1 (or 3) Offset Index.** *Decimal Number*

--	--

This value defines the location of the Offset on Track **1 (or 3)**. Some Card Processors use the Start Sentinel as the reference point. We use the second Field Separator as the reference point for Track 1 and the first Field Separator as the reference point for Track 3. The first character *after* the Field Separator is position **00**. There is no single common answer to this question. It varies from processor to processor and, needless to say, *this value is fixed by your Card / ATM processors*. For the Demo, enter **08**.

```

ENTER THE TRACK 1 OFFSET INDEX

FROM FIELD SEPARATOR

      08

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

```

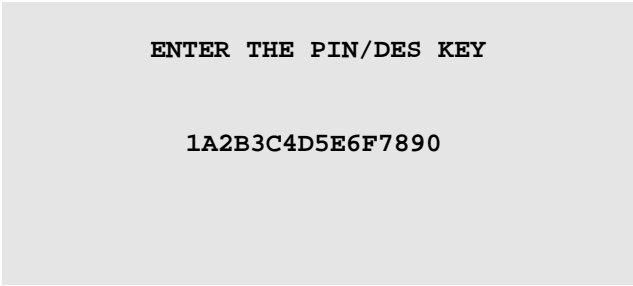


18.) **PIN / DES Key.** *16 Digit Hexadecimal Number*

The **PIN/DES** Key is a Unique 16 character Hexadecimal Number assigned to your Institution for the purpose of calculating Offsets and doing **PIN** Verification. *This value is usually assigned to you by your Card / ATM processor*. For Security reasons, this key is typically divided between two people ( Dual Control ). You do not have to press a button when complete.

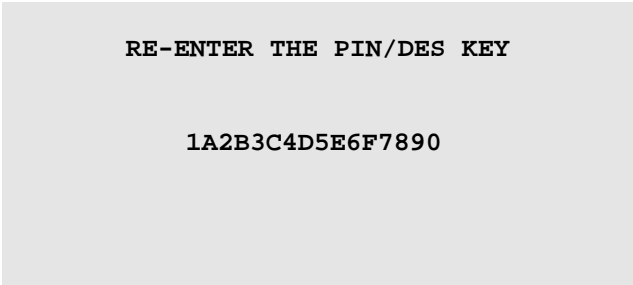


***Your PIN/DES Key should NOT be written in this tutorial or the User's Guide. This Key is the most sensitive data of a Financial Institution's ATM program. At no time should the PIN/DES Key be released without proper authorization. This point cannot be stressed strongly enough.***



Numeric values are entered by pressing the correct numeric value on the keypad. Alpha characters (*A - F*) are entered by using a combination of a '*Shift*' key followed by a numeric key. Refer to *Appendix B: Alpha Key Entry* in the Operator's Guide for more information on entering alpha characters. An asterisk will be displayed as each character of the PIN/DES Key is entered.

After the last character is entered, you will be prompted to re-enter the key for verification purposes.



Again, an asterisk will be displayed as each character is entered. After the last character is entered, you will proceed to the next question if the key is entered successfully. If there was an error, you will see the message below and then you will have to repeat this step.

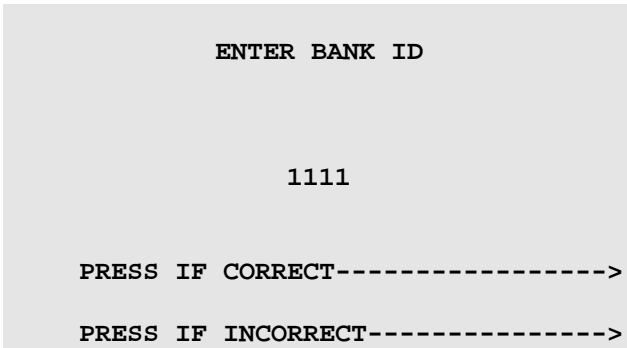


( This screen will display for about 3 seconds )

19.) **Bank ID.** *Decimal Number*

--	--	--	--

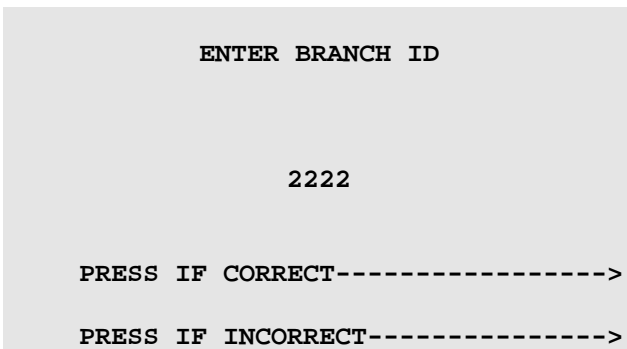
The Bank ID is used to uniquely identify each PIN Selection Device in your system. This security feature is designed to limit access to your devices. The Bank ID is also useful in systems where printouts from the Audit Trail Printer are processed at a central site. It is required in systems running PCLink. If this feature is not needed or desired, you can enter accept the default value by leaving it blank and '*PRESS IF CORRECT.*' Bank IDs are four Positions in length. For the Demo, enter **1111**.



20.) **Branch ID.** *Decimal Number*

--	--	--	--

The Branch ID is used to further uniquely identify several PIN Selection Devices per Bank ID. This security feature is designed to limit access to your devices. The Branch ID is also useful in systems where printouts from the Audit Trail Printer are processed at a central site. It is required in systems running PCLink. If this feature is not needed or desired, you can enter accept the default value by leaving it blank and ***PRESS IF CORRECT.*** Branch IDs are four Positions in length. For the Demo, enter **2222**.



*This next question only applies if you chose to use Operator Cards.*

21.) **Operator ID.** *Decimal Number*

--	--	--	--

The Operator ID is used to identify each person authorized to use the device. This number appears in the Audit Trail with each transaction the Operator performed. It is also required in order to delete an Operator. Each Operator should have their own ID number and card. There can be **6** unique Operators in the system. The Operator ID is a 4 digit number. It is recommended that you enter the last **4** digits that are embossed on their Operator Card. This makes managing the Operator Cards much simpler. The first Operator is always a level **9** Operator (Supervisor) and has access to all the functions of the device. If you are not using Operator Cards, the system will automatically assign an ID for you ( **0001** ). The example shown assumes that the Operator Card is embossed with 'OPERATOR CARD 002468'.

```

ENTER THE OPERATOR ID

2468

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

```



*It is recommended that you record the Operator ID (and Security Level) in the Operator WorkSheet in APPENDIX F of the Operator's Guide.*

## 22.) Operator PIN. 4 Digit Decimal Number

The Operator **PIN** is a 4 digit number selected by each Operator that is authorized to use the device. This number is required to sign-on to the device and determines the access rights of the Operator. This number ties all activities performed by the Operator to their Operator ID ( *see above* ). Each Operator should have their own **PIN** Number. Only the Supervisor is will enter their **PIN** number at this time. This information is stored in the audit trail buffer. For the Demo, enter **1234**.

```

PLEASE ENTER YOUR
PERSONAL IDENTIFICATION NUMBER

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 the Operator PIN has been correctly entered, you will see the message below:

```

YOU HAVE BEEN ASSIGNED

OPERATOR ID - 000001

SECURITY LEVEL - 9

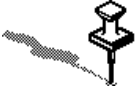
PRESS TO CONTINUE----->

```





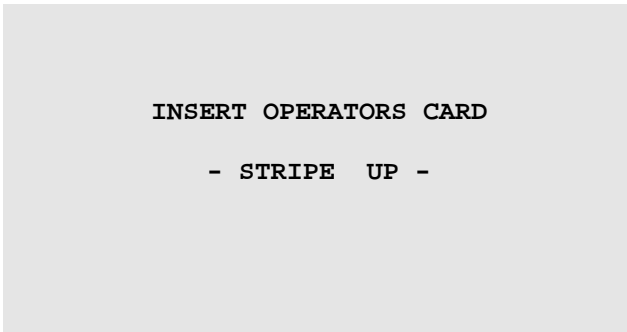
*It is strongly recommended that you keep a record of the Operators and the ID numbers ( not PINs ) that they have been assigned. This information is needed to delete an Operator or change an Operator's PIN. There is an Operator WorkSheet in APPENDIX F of the Operator's Guide.*



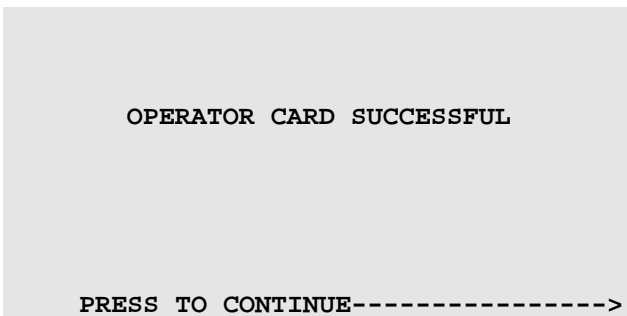
*This next section only applies if you chose to use Operator Cards.*

**(23.) Creation of Supervisor's Card.**

You will need to insert the Operator Card which you have assigned to the Supervisor. Verify that you are using the card with the correct Operator ID number embossed on it. If you are re-initializing the unit, you can use the existing Operator Cards.



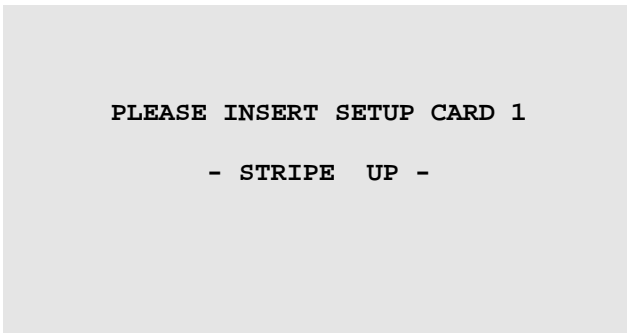
Insert the Operator Card, *Magnetic Stripe facing up*. You will be prompted to *PLEASE SLIDE CARD RIGHT* and then *PLEASE SLIDE CARD LEFT*. If the card is inserted incorrectly or if the card is not slid properly, you will be asked to remove the card and try again. Otherwise, you will see the screen below.



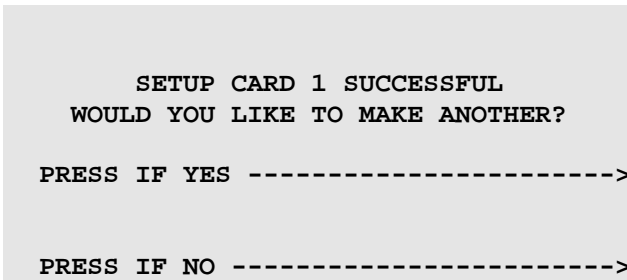
There will be a brief pause while OSCARE does some thinking.

**(24.) Creation of Setup Card 1.**

At this point, you will be prompted to enter your Setup Cards. You should have two sets of Setup Cards - a *'working'* set and a *'backup'* set.



Insert a Setup Card 1 *Magnetic Stripe facing up*. 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 slid properly, you will be asked to remove the card and try again. Otherwise, you will see the screen below.



(After first Setup Card 1)



(After last Setup Card 1)

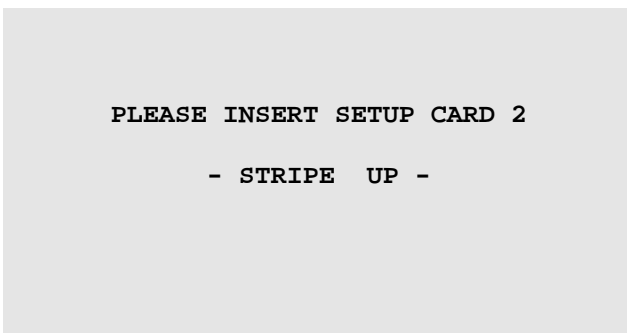


*You can make as many copies of Setup Card 1 as you like. Two are recommended - a working and a backup copy.*

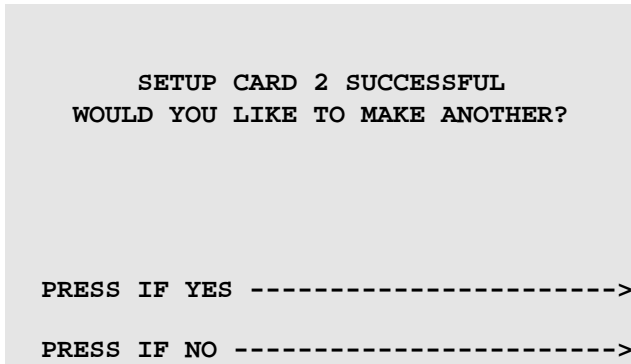
There will be a brief pause while **OSCARE** does some thinking.

**(25.) Creation of Setup Card 2.**

Now you will be prompted to enter your Setup 2 Cards.



Insert a Setup Card 2 *Magnetic Stripe facing up*. 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 slid properly, you will be asked to remove the card and try again. Otherwise, you will see the screen below.



(After first Setup Card 2)



(After last Setup Card 2)



*You can make as many copies of Setup Card 2 as you like. Setup Cards should be created in pairs.*

This concludes the setup process. You should see the *CARD ACTIVATION MENU* on the screen. In the future, you will not need to hold down any keys when you turn the unit **ON**. If the unit should lose power or be turned **OFF**, you will need to refer to the *DAILY INITIALIZATION* procedure in the Operator's Guide. Otherwise, you will need to refer to the *NORMAL OPERATION* procedure in the Operator's Guide.

***This completes the Soft Initialization Part of this Guide.***



### 3 Initialization & WorkSheet - Hard Version


The questions that **OSCARE** will be asking you are listed below. Each question contains a detailed explanation of what the function does. For the Demonstration, use the *'most common answers'* unless otherwise noted.



*You should write down your answers for future reference.*

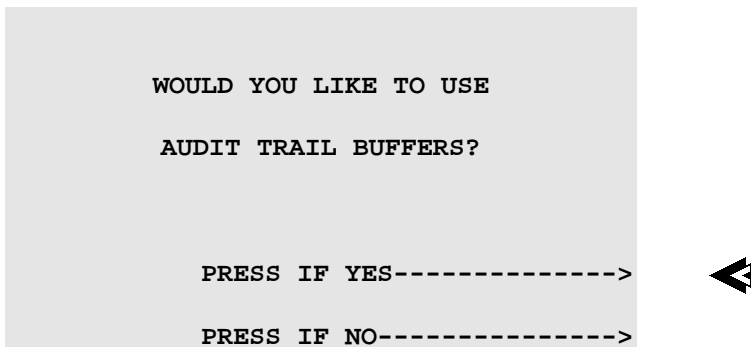


*If all of the people who have a portion of the PIN/DES Key are not present, you will need to find them before you proceed.*

If you have not completed this worksheet yet, then you should do so now, ignoring the actual screens. Once the worksheet has been completed, setting up the **OSCARE** should go very quickly. You will be prompted to enter your answer and instructed how to proceed. The appropriate key to enter for the Demonstration will be indicated with a .

#### 1.) **Would you like to use ISO Numbers ?** *Yes / No*

Other common names for this term are BIN and Routing and Transit Number. This number is determined from the Card Number encoded on the Magnetic Stripe. Entering **No** causes **OSCARE** to accept any card. Entering **Yes** causes **OSCARE** to accept only cards from your institution. The most common answer to this question is **Yes**. For the Demo, **Yes**.



#### 2.) **Are Audit Trail Buffers Used ?** *Yes / No*

Selecting **Yes** to this question causes all transactions to be stored in an Audit Trail Buffer. This allows you to browse through or print previous transactions. The buffer can store a maximum of **60** transactions before you are required to clear them. All of the information written to the card plus the sequence counter and Operator ID of the person who did the transaction is stored in the buffer. If you are using PCLink, then the time and date are also stored with each transaction. Audit trail Buffers offer the most security and can be very useful for Audit and Quality Control purposes. If **No** is selected, only the last transaction will be stored. The most common answer to this question is **Yes**.

```
WOULD YOU LIKE TO USE
AUDIT TRAIL BUFFERS?

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



### 3.) Are Cards Going To Be Encoded ? Yes / No

This feature allows you to repair damaged cards or create cards from scratch. Most institutions seem to prefer *not* to use this option, for security reasons. If used properly in conjunction with the Encoding Template and Audit Trail, it offers an effective method for repairing damaged cards - only the variable data can be entered. For the purpose of this tutorial, you will want to answer **Yes**.

```
WOULD YOU LIKE TO ENCODE CARDS?

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



### 4.) Will RePIN Override be used ? Yes / No

This feature allows you to select a new **PIN**. The customer will be required to enter their existing **PIN** number. After entering the current **PIN**, you will be asked if you want to continue with the transaction. Consequently, this function can also be used as “**PIN** Verification.” If they do not know their existing **PIN**, an Operator with a Security Level of **3** or higher will be required to complete this transaction. Note that this now becomes a *RePIN / Over-ride* in the Audit Trail. The most common answer to this question is **Yes**.

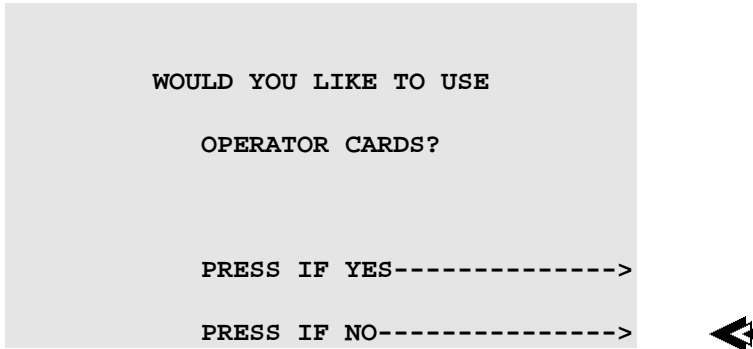
```
WOULD YOU LIKE TO RE-PIN
EXISTING CARDS ?

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



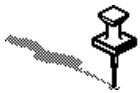
5.) **Are Operator Cards Used ?** *Yes / No*

This feature provides an additional level of security since the Operator will be required to insert an Operator Card each time a Customer Selected **PIN** function is to be performed. In either case, the Operator is still required to enter a 4-digit **PIN** to gain access. This is the most secure method but it is also somewhat inconvenient. The most common answer to this question is **No**.

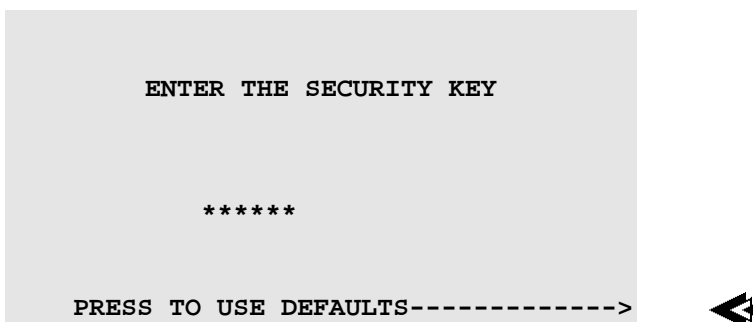


6.) **Selecting a Security Key.** *Hexadecimal Number, typically 6 Decimal digits*

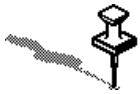
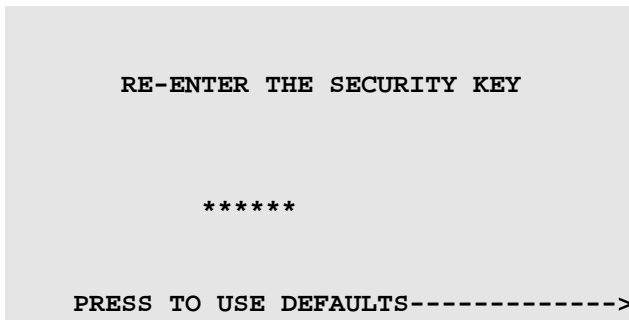
The Security Key can be thought of as the **PIN** for the **OSCARE**. This Key must be entered each time the **OSCARE** is turned **On**. The same precautions should be taken with the Security Key as with a **PIN**. It can be anywhere from **0** to **16** digits in length. Valid characters for the Security Key are **0-9** and **A-F**. It is recommended that you choose a six digit number. Only Supervisor Level personnel (Security Level 9) should have access to the Security Key. For the Demo, enter **732539** ( **S E C K E Y** on the **OSCARE** Number Pad ).



*Your Security Key should NOT be written in this or the Operator's Guide.*



Re-Enter Your Security Key. ( Enter the Same Number as above )



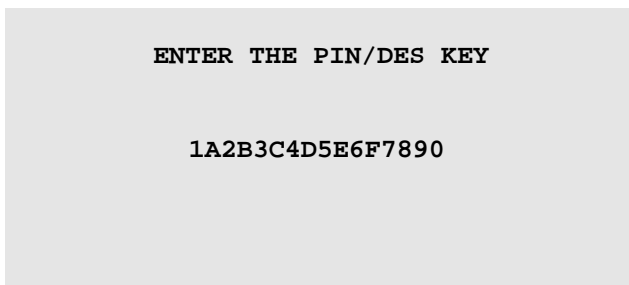
*You will not see the actual numbers that you enter, only asterisks. Any time you cannot see what you are entering, you will be asked to re-enter the data. This applies to Keys as well as to PINs.*

#### 7.) **PIN / DES Key. 16 Digit Hexadecimal Number**

The **PIN/DES** Key is a Unique 16 character Hexadecimal Number assigned to your Institution for the purpose of calculating Offsets and doing **PIN** Verification. *This value is usually assigned to you by your Card / ATM processor.* For Security reasons, this key is typically divided between two people ( Dual Control ). You do not have to press a button when done !



*Your PIN/DES Key should NOT be written in this tutorial or the User's Guide. This Key is the most sensitive data of a Financial Institution's ATM program. At no time should the PIN/DES Key be released without proper authorization. This point cannot be stressed strongly enough.*



Numeric values are entered by pressing the correct numeric value on the keypad. Alpha characters (*A - F*) are entered by using a combination of a '*Shift*' key followed by a numeric key. Refer to **Appendix B: Alpha Key Entry** in the Operator's Guide for more information on entering alpha characters. An asterisk will be displayed as each character of the PIN/DES Key is entered.

After the last character is entered, you will be prompted to re-enter the key for verification purposes.

```

RE-ENTER THE PIN/DES KEY

1A2B3C4D5E6F7890

```

Again, an asterisk will be displayed as each character is entered. After the last character is entered, you will proceed to the next question if the key is entered successfully. If there was an error, you will see the message below and then you will have to repeat this step.

```

RE-ENTER THE PIN/DES KEY

*****

ERROR ENTERING KEY

PLEASE TRY AGAIN

```

( This screen will display for about 3 seconds )

8.) **Bank ID. *Decimal Number***

--	--	--	--	--	--

The Bank ID is used to uniquely identify each PIN Selection Device in your system. This security feature is designed to limit access to your devices. The Bank ID is also useful in systems where printouts from the Audit Trail Printer are processed at a central site. It is required in systems running PCLink. If this feature is not needed or desired, you can enter accept the default value by leaving it blank and *'PRESS IF CORRECT.'* Bank IDs are four Positions in length. For the Demo, enter **1111**.

```

ENTER BANK ID

1111

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

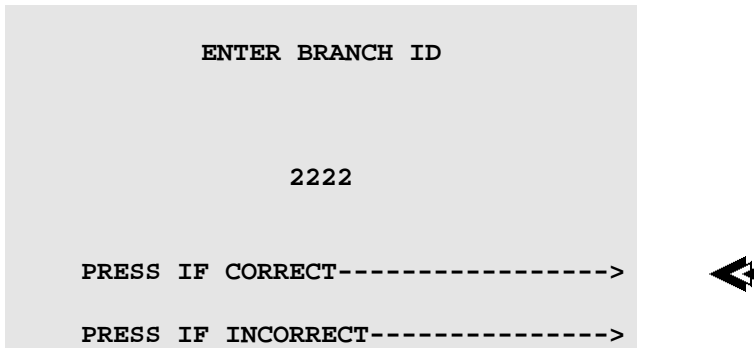
```



9.) **Branch ID.** *Decimal Number*

--	--	--	--	--	--

The Branch ID is used to further uniquely identify several PIN Selection Devices per Bank ID. This security feature is designed to limit access to your devices. The Branch ID is also useful in systems where printouts from the Audit Trail Printer are processed at a central site. It is required in systems running PCLink. If this feature is not needed or desired, you can enter accept the default value by leaving it blank and **'PRESS IF CORRECT.'** Branch IDs are four Positions in length. For the Demo, enter **2222**.

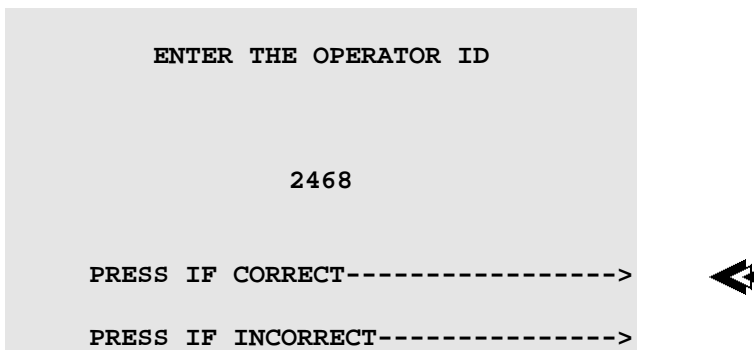


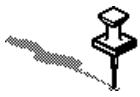
*This next question only applies if you chose to use Operator Cards.*

10.) **Operator ID.** *Decimal Number*

--	--	--	--	--	--

The Operator ID is used to identify each person authorized to use the device. This number appears in the Audit Trail with each transaction the Operator performed. It is also required in order to delete an Operator. Each Operator should have their own ID number and card. There can be **6** unique Operators in the system. The Operator ID is a 4 digit number. It is recommended that you enter the last **4** digits that are embossed on their Operator Card. This makes managing the Operator Cards much simpler. The first Operator is always a level **9** Operator (Supervisor) and has access to all the functions of the device. If you are not using Operator Cards, the system will automatically assign an ID for you (**0001**). The example shown assumes that the Operator Card is embossed with 'OPERATOR CARD 002468'.

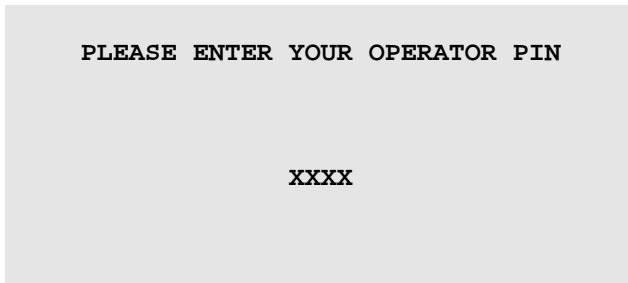




*It is recommended that you record the Operator ID (and Security Level) in the Operator WorkSheet in APPENDIX F of the Operator's Guide.*

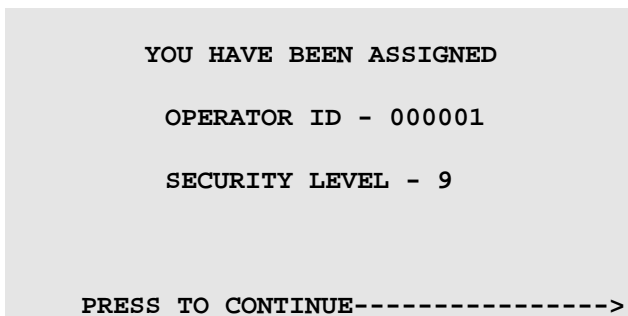
11.) **Operator PIN. 4 Digit Decimal Number**

The Operator PIN is a 4 digit number selected by each Operator that is authorized to use the device. This number is required to sign-on to the device and determines the access rights of the Operator. This number ties all activities performed by the Operator to their Operator ID ( *see above* ). Each Operator should have their own PIN Number. Only the Supervisor is will enter their PIN number at this time. This information is stored in the audit trail buffer. For the Demo, enter **1234**.



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 the Operator PIN has been correctly entered, you will see the message below:



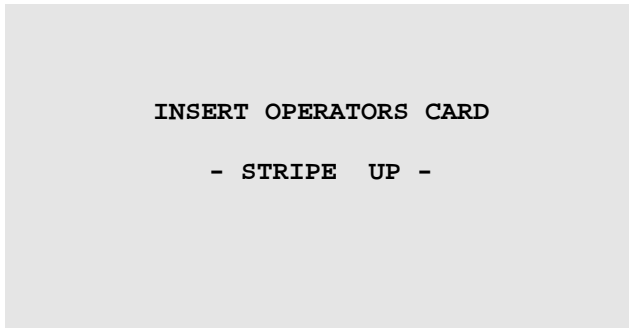
*It is strongly recommended that you keep a record of the Operators and the ID numbers ( not PINs ) that they have been assigned. This information is needed to delete an Operator or change an Operator's PIN. There is an Operator WorkSheet in APPENDIX F of the Operator's Guide.*



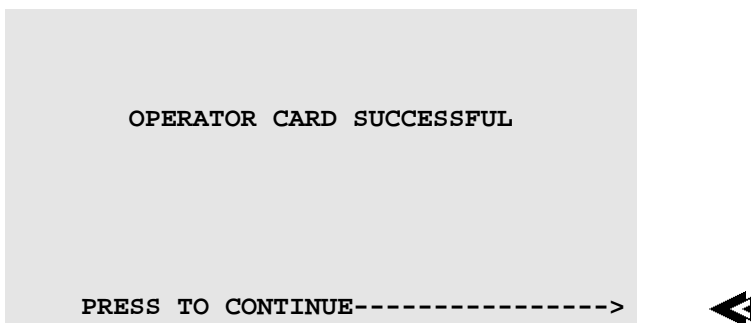
*This next section only applies if you chose to use Operator Cards.*

(12.) **Creation of Supervisor's Card.**

You will need to insert the Operator Card which you have assigned to the Supervisor. Verify that you are using the card with the correct Operator ID number embossed on it. If you are re-initializing the unit, you can use the existing Operator Cards.



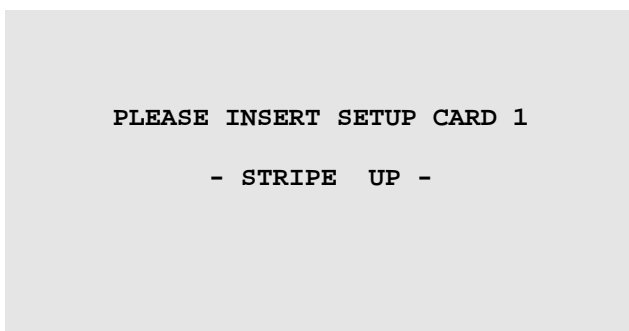
Insert the Operator Card, *Magnetic Stripe facing up*. You will be prompted to *PLEASE SLIDE CARD RIGHT* and then *PLEASE SLIDE CARD LEFT*. If the card is inserted incorrectly or if the card is not slid properly, you will be asked to remove the card and try again. Otherwise, you will see the screen below.



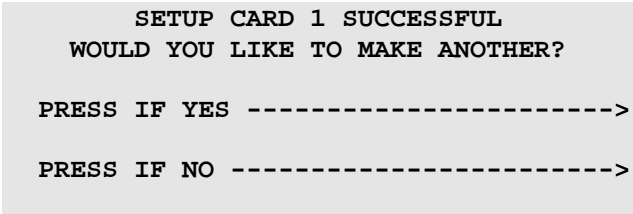
There will be a brief pause while **OSCARE** does some thinking.

(13.) **Creation of Setup Card 1.**

At this point, you will be prompted to enter your Setup Cards. You should have two sets of Setup Cards - a '*working*' set and a '*backup*' set.



Insert a Setup Card 1 *Magnetic Stripe facing up*. 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 slid properly, you will be asked to remove the card and try again. Otherwise, you will see the screen below.



⏪ (After first Setup Card)

⏪ (After last Setup Card)

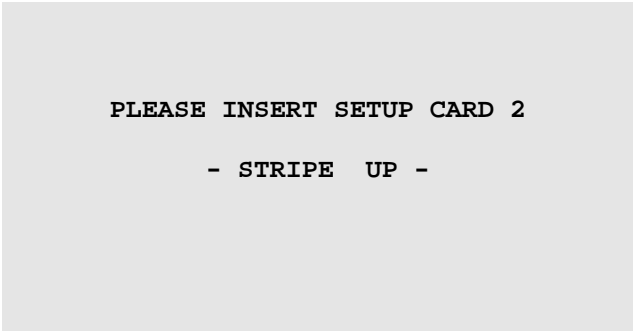


*You can make as many copies of Setup Card 1 as you like. Two are recommended - a working and a backup copy.*

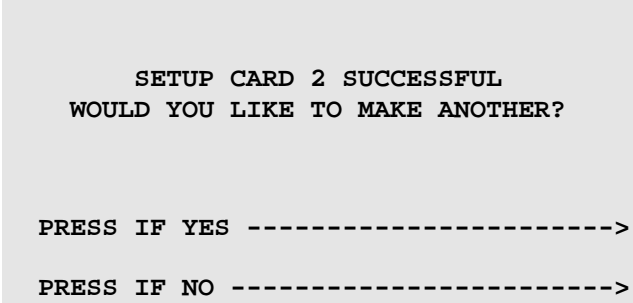
There will be a brief pause while **OSCARE** does some thinking.

**(14.) Creation of Setup Card 2.**

Now you will be prompted to enter your Setup 2 Cards.



Insert a Setup Card 2 *Magnetic Stripe facing up*. 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 slid properly, you will be asked to remove the card and try again. Otherwise, you will see the screen below.



⏪ (After first Setup Card)

⏪ (After last Setup Card)



*You can make as many copies of Setup Card 2 as you like. Setup Cards should be created in pairs.*

This concludes the setup process. You should see the *CARD ACTIVATION MENU* on the screen. In the future, you will not need to hold down any keys when you turn the unit **ON**. If the unit should lose power or be turned **OFF**, you will need to refer to the *DAILY INITIALIZATION* procedure in the Operator's Guide. Otherwise, you will need to refer to the *NORMAL OPERATION* procedure in the Operator's Guide.

*This completes the Hard Initialization Part of this Guide.*



# Appendix - Blank WorkSheets

## Tracks 1 & 2 Setup Sheet - Soft Version

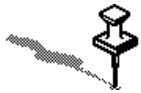
- 1.) Are Audit trail buffers used ? ..... \_\_\_
- 2.) Are New cards going to be PINned ? ..... \_\_\_
- 3.) Are PINs going to be selected without cards ? ..... \_\_\_
- 4.) Are cards going to RePINned ?..... \_\_\_
- 5.) Are cards going to be encoded ? ..... \_\_\_
- 6.) Are Operator cards going to be used ? ..... \_\_\_
- 7.) Selecting a Security Key ..... \_\_\_ \_ \_ \_ \_ \_ \_ \_
- 8.) Card Prefix. .... \_\_\_ \_ \_ \_ \_
- 9.) PIN Base Index..... \_\_\_ \_
- 10.) PIN Base Length..... \_\_\_ \_
- 11.) PIN Pad. .... \_\_\_
- 12.) Offset Index from field separator (Track 2).. \_\_\_ \_
- 13.) Offset Length..... \_\_\_ \_
- 14.) Decimalization Table..... \_\_\_\_\_
- 15.) Is Track 1 an "A" or "B" Format ? ..... \_\_\_
- 16.) Track 1 Name Index. .... \_\_\_ \_
- 17.) Track 1 Offset Index. .... \_\_\_ \_
- 18.) PIN / DES Key. .... Discuss Alpha Entry!
- 19.) Bank ID..... \_\_\_ \_ \_ \_
- 20.) Branch ID..... \_\_\_ \_ \_ \_
- 21.) Operator ID. .... 4 Digits. Use number on card.
- 22.) Operator PIN..... 4 digits

**Tracks 2 & 3 Setup Sheet - Soft Version**

- 1.) Are Audit trail buffers used ? ..... —
- 2.) Are New cards going to be PINned ? ..... —
- 3.) Are PINs going to be selected without cards ? ..... —
- 4.) Are cards going to RePINned ?..... —
- 5.) Are cards going to be encoded ? ..... —
- 6.) Are Operator cards going to be used ? ..... —
- 7.) Selecting a Security Key ..... — — — — — — —
- 8.) Card Prefix. .... — — — — —
- 9.) PIN Base Index..... — —
- 10.) PIN Base Length..... — —
- 11.) PIN Pad. .... —
- 12.) Offset Index from field separator (Track 2).. — —
- 13.) Offset Length..... — —
- 14.) Decimalization Table..... \_\_\_\_\_
- 15.) ( Not Used )
- 16.) Track 3 PIN Base Index..... — —
- 17.) Track 3 Offset Index..... — —
- 18.) PIN / DES Key..... Discuss Alpha Entry!
- 19.) Bank ID..... — — — —
- 20.) Branch ID..... — — — —
- 21.) Operator ID..... 4 Digits. Use number on card.
- 22.) Operator PIN..... 4 digits

**Setup Sheet - Hard Version**

- 1.) Would you like to use ISO Numbers ?..... —
- 2.) Are Audit Trail Buffers used ?..... —
- 3.) Are Cards Going To Be Encoded ?..... —
- 4.) Will RePIN Override be used ?..... —
- 5.) Are Operator Cards Used ?..... —
- 6.) Selecting a Security Key ..... — — — — — — — —
- 7.) PIN / DES Key..... Discuss Alpha Entry!
- 8.) Bank ID..... — — — — — —
- 10.) Branch ID..... — — — — — —
- 11.) Operator ID..... 6 Digits. Use number on card.
- 12.) Operator PIN..... 4 digits



*The Bank ID, Branch ID and Operator ID require 6 digits to be entered but the first 2 digits are ignored, so '00' should be used.*

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