



April 15, 2021

# Installation Guide

## PaySafe UTM

<b>Point of Sale</b>	Verifone Commander/RubyCI
<b>Processor</b>	FiServ/FirstData
<b>Dispensers</b>	Gilbarco or Wayne Outdoor EMV

### Support Contact Information

- PDI PaySafe 24/7/365 Help Desk  
Phone: 800-393-3246  
Email: [mnfsupport@pdisoftware.com](mailto:mnfsupport@pdisoftware.com)
- Verifone Support  
Phone: 888-777-3536
- Gilbarco Support  
Phone: 800-800-7498

# PaySafe and POS Installation

## PaySafe UTM Setup

1. Unpack the PaySafe UTM.
  - a. Locate and use the included return shipping label if replacing an existing PaySafe UTM.
2. Connect the two wider, paddle-shaped antennas to the **Main** and **Aux** jacks.
3. Connect the four longer, narrower antennas to the jacks labeled **5GHz** and **2.4/5GHz**.
4. Connect the power supply to an available power outlet and the PaySafe UTM.
  - a. Set the power switch on the back of the PaySafe UTM up to the on position.
5. Connect WAN port of the PaySafe UTM router to an open port on the Broadband router or modem.
  - a. The PaySafe will be pre-configured to automatically obtain an IP address via DHCP
  - b. If static IP assignment is required the PDI Helpdesk can provide guidance
6. Connect site equipment to the PaySafe in accordance to the provided diagram
  - a. Additional unmanaged switches may be required to support all devices

## Transaction Tests

Once all configuration is complete a test credit/debit transaction should be performed. If the transaction is approved, the connection and configuration is working correctly. Disconnect the Ethernet cable from the PaySafe WAN port, wait 30 seconds and perform another credit/debit transaction. If either transaction fails this indicates a problem. Please contact the PDI Helpdesk for further assistance.

## Commander Configuration

Device Specific Routes - PDI recommends enabling Default Route on NIC-N and only configure any routes necessary for the payment networks over the IPN. Alternatively the following routes should be entered at a minimum.

### Routes for ControlScan Payment Hosts (NIC-A)

Route Type	Destination	Gateway	Subnet Mask
Network	8.8.0.0	192.168.40.1	255.255.0.0
Network	64.27.0.0	192.168.40.1	255.255.0.0
Network	63.131.0.0	192.168.40.1	255.255.0.0
Network	66.70.0.0	192.168.40.1	255.255.0.0

### Other Routes (NIC-N)

Route Type	Destination	Gateway	Subnet Mask
Host	10.32.17.50	192.168.31.31	255.255.255.255
Network	192.168.41.0	192.168.31.31	255.255.255.0
Network	10.5.55.0	192.168.31.31	255.255.255.0
Network	172.29.0.0	192.168.31.31	255.255.0.0

### ControlScan Payment Host Configuration

Transaction Hostname	IP Address	Port	Use TLS/SSL
fd.paysafespg.com	63.131.143.58	443	Yes

## Verifone MNSP Remote Access

PDI will enable this secure remote access connection by default but functionality should be verified at install.

1. Contact the PDI Helpdesk @ 800-393-3246. Inform them that you are setting up a Verifone Commander with MNSP. The Helpdesk will enable the connection and provide you with the remote support IP address
2. Contact the Verifone Helpdesk at 1-888-777-3536, opt. 7. Request that Verifone test the MNSP connection via PDI. Verifone will validate access to the IP address provided by the PDI Helpdesk.
3. Contact the PDI Help Desk for troubleshooting assistance if necessary

## Installation Notes

- All service and changes to Verifone equipment must be performed by a Verifone Authorized Service Contractor (VASC).
- PDI strongly recommends connecting all equipment to an Uninterruptible Power Supply (UPS) battery backup or, at minimum, a surge protector to safeguard the networking equipment from power surges or interruptions.

# Verifone Commander/Ci - MNISP - Outdoor EMV

## Customer Zone – LAN1

Gateway = 192.168.41.1  
 Subnet Mask = 255.255.255.0  
 DNS = Any  
 DHCP = > 192.168.41.99

## ATG Zone – LAN2

Gateway = 10.5.62.1  
 Subnet Mask = 255.255.255.252  
 DNS = n/a  
 DHCP = Disabled

## Verifone Payment Zone – LAN3

Gateway = 192.168.40.1  
 Subnet Mask = 255.255.255.0  
 IPN = 192.168.40.250  
 DNS = 8.8.8.8, 8.8.4.4 or 192.168.40.1  
 DHCP = Disabled

## DFS MGMT Zone – LAN4

Gateway = 172.29.0.1  
 Subnet Mask = 255.255.255.0  
 DNS = n/a  
 DHCP = 172.29.0.11 (WAP)

## Gilbarco Outdoor Zone – LAN5

Gateway = 10.5.55.1  
 Subnet Mask = 255.255.255.0  
 Car Wash = 10.5.55.2 – 3  
 Dispensers = 10.5.55.73 – 231  
 BRCM = 10.5.55.251 – 254  
 DNS = 10.5.55.1  
 DHCP = Disabled

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## Verifone Zone – LAN6

Gateway = 192.168.31.31  
 Subnet Mask = 255.255.255.0  
 Commander NIC-N = 192.168.31.11  
 POS = 192.168.31.101 – 125  
 PIN Pad = 192.168.31.126 – 140  
 DNS = 192.168.31.31  
 DHCP = Disabled

## DFS (Wayne) Media Zone – LAN7

Gateway = 172.29.2.1  
 Subnet Mask = 255.255.255.0  
 Media Gateway = 172.29.2.51  
 DFS Edge = 172.29.2.52  
 Anthem Board = 172.29.2.101 – 252\*  
 DNS = 8.8.8.8, 8.8.4.4  
 DNS = 208.67.220.220, 208.67.222.222  
 DHCP = n/a

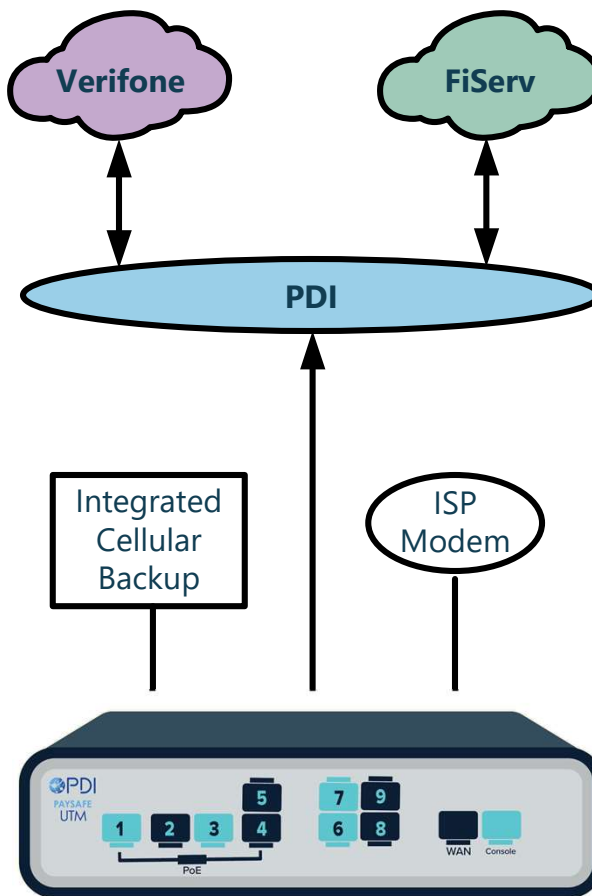
\*Anthem boards trunked through wireless network

## DFS (Wayne) Outdoor Zone – LAN8

Gateway = 172.29.1.1  
 Subnet Mask = 255.255.255.0  
 SPM2 = 172.29.1.101 – 252  
 DNS = n/a  
 DHCP = n/a

## Gilbarco Auxiliary Zone – LAN9

Gateway = 10.5.60.1  
 Subnet Mask = 255.255.254.0  
 Applause Server = 10.5.60.66  
 DNS = 10.5.60.1  
 DHCP = Disabled



Additional unmanaged switches may be necessary depending on device count per network