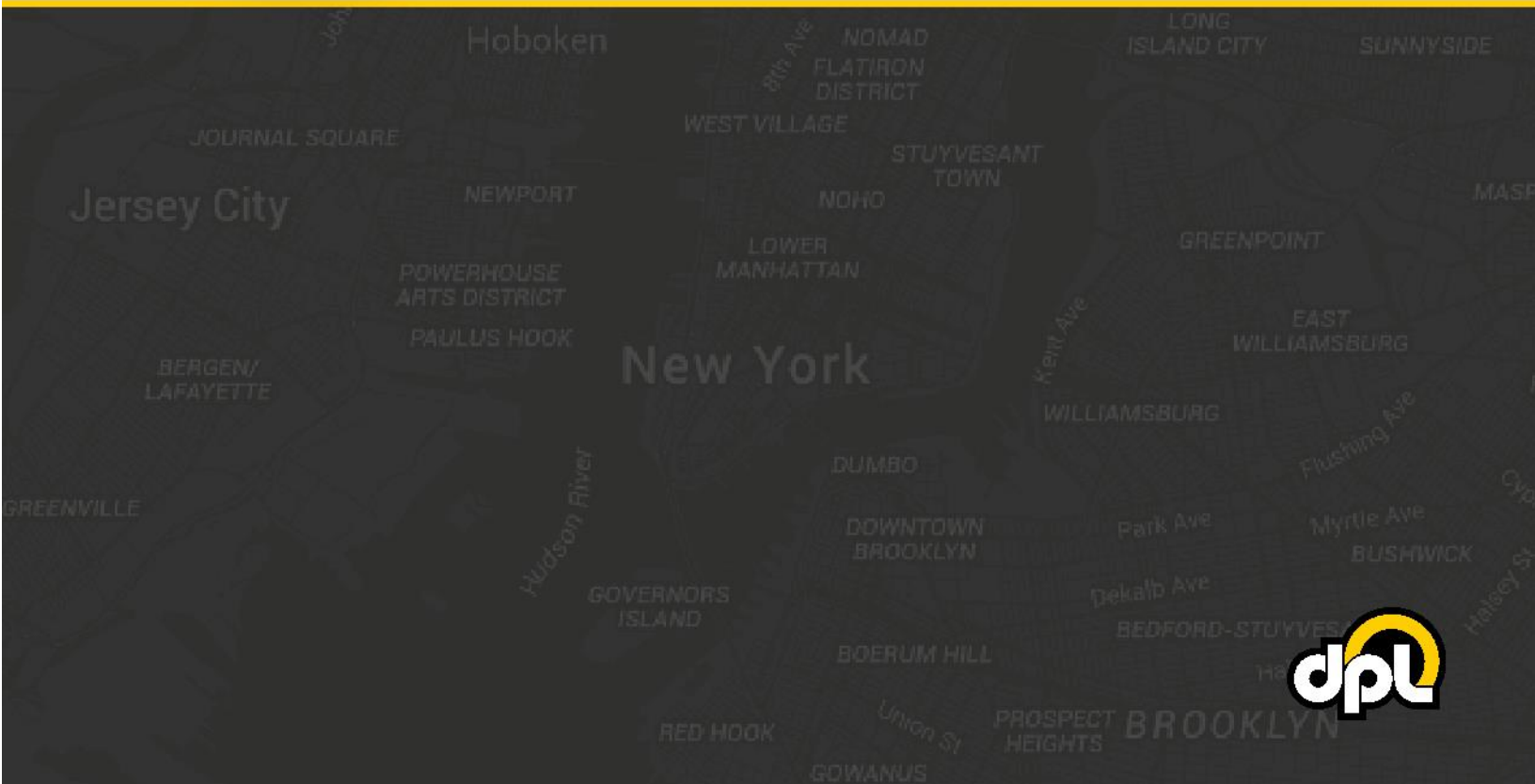




HERCULES RMS

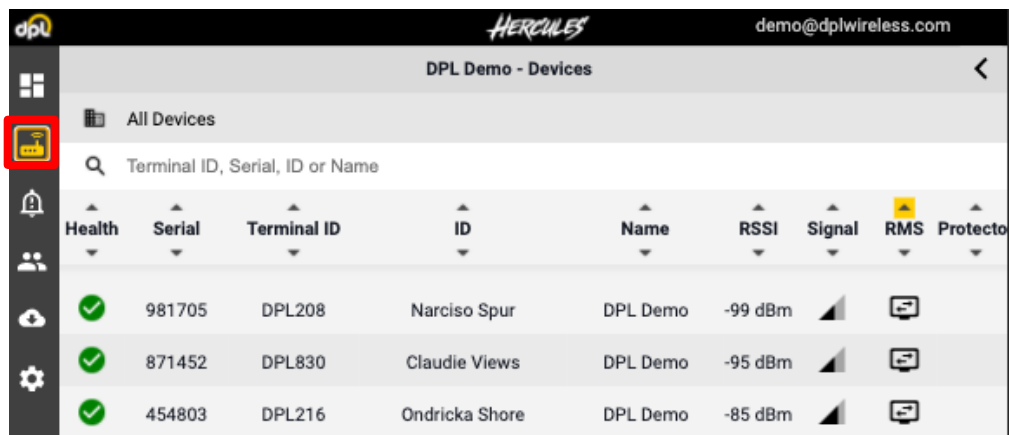
Hyosung Configuration Guide



Setting up Hercules RMS is a three step process. The first step is done in the Hercules portal, the second step requires programming at the ATM, and the third step is verification of the setup. The following sections detail the process for Hyosung ATMs.

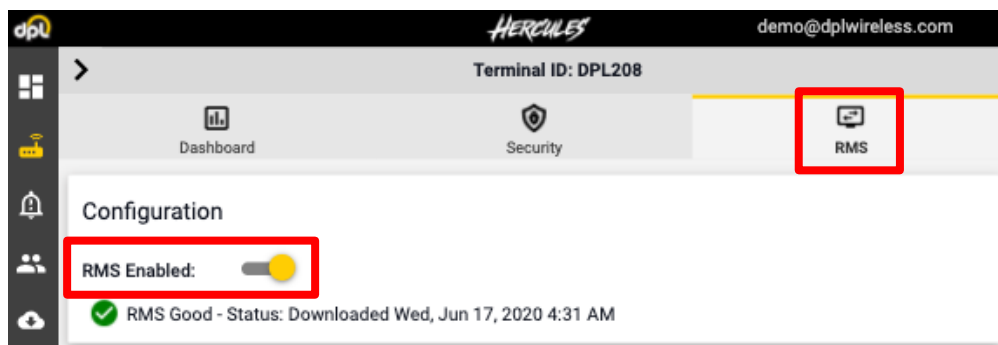
Hercules Portal Configuration

1. Sign in to the Hercules Portal (<https://hercules.dplwireless.com/>)
2. Select the Devices icon from the left hand navigation and select the ATM you want to enable RMS on from the device list.

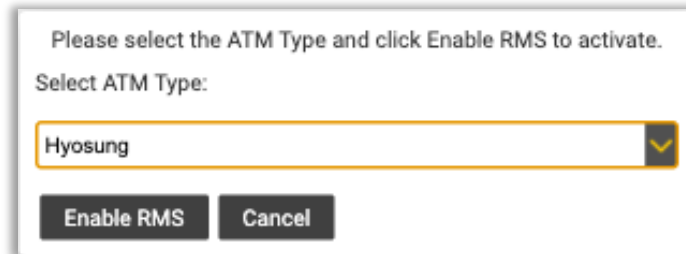


Note: Hercules RMS setup is associated to the ATM's Terminal ID. If no Terminal ID is present in the Hercules Portal, we suggest doing a balance inquiry to initialize the Terminal ID before enabling RMS in the Hercules Portal..

4. Select the RMS tab from the top menu navigation then select the “RMS Enabled” toggle.



5. Select Hyosung from the ATM Type dropdown menu that appears in the subsequent dialogue box then select “Enable RMS”.



Please select the ATM Type and click Enable RMS to activate.

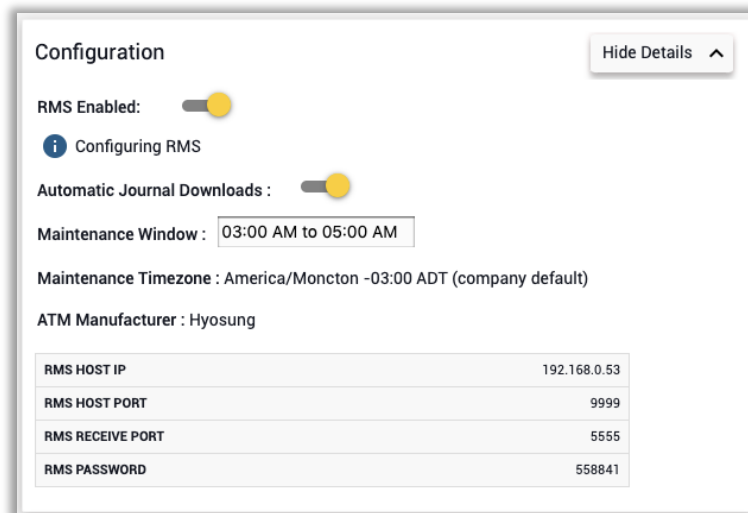
Select ATM Type:

Hyosung

Enable RMS Cancel

**Older CDMA/2G Devices that use RMS may incur additional fees based on their billing plan. Contact your sales rep for more information.*

6. After enabling Hercules RMS in the Hercules Portal, you'll see configuration information for programming the ATM. You will need this information when you program the ATM for Hercules RMS.



Configuration Hide Details

RMS Enabled:

i Configuring RMS

Automatic Journal Downloads:

Maintenance Window: 03:00 AM to 05:00 AM

Maintenance Timezone: America/Moncton -03:00 ADT (company default)

ATM Manufacturer: Hyosung

RMS HOST IP	192.168.0.53
RMS HOST PORT	9999
RMS RECEIVE PORT	5555
RMS PASSWORD	558841

Note: By default Automatic Journal Downloads is enabled and is configured to pull journal data between 3AM and 5AM based on the ATM's local time. This can be adjusted by selecting and scheduling the Maintenance Window timeframe.

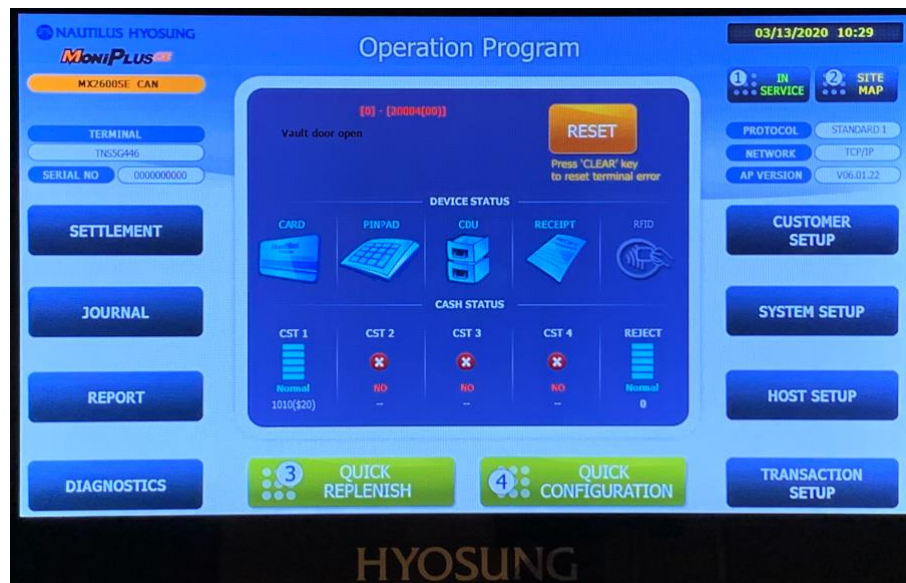
Hyosung ATM Configuration

**Models 1500/1800 Standard embedded (phone line) are not supported with RMS.*

Note: If replacing a Hercules modem in an ATM that is already configured for Hercules RMS you must perform the following steps:

1. Install the new Hercules modem
2. Perform a Test Transaction (or Download Keys etc.)
3. Enable RMS again by selecting Retry Connection in the Hercules Portal
4. Perform an RMS Connection Test

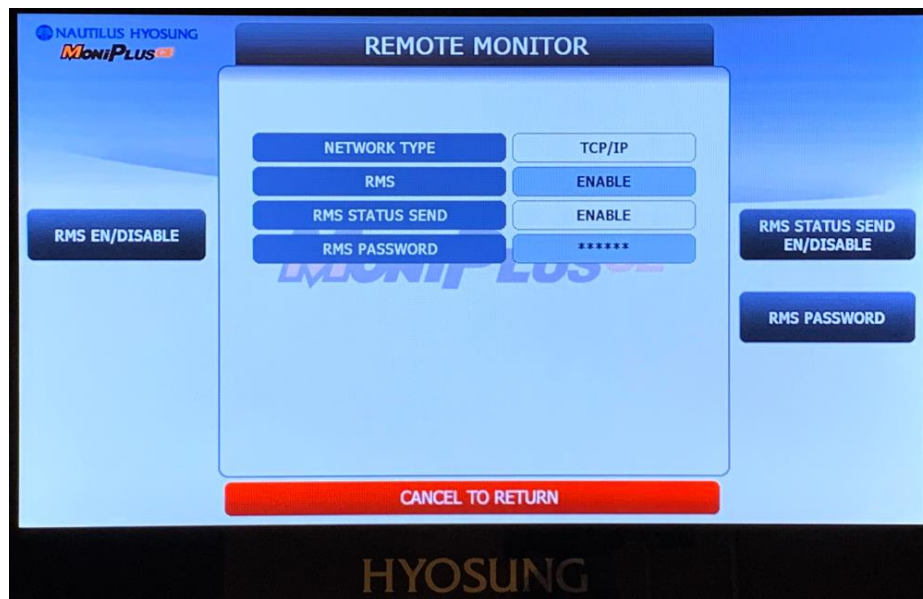
1. Perform a test transaction (bad pin, balance inquiry, other) to associate an ATM Terminal ID to the Hercules modem.
2. Enter the OPERATION PROGRAM section on the Hyosung Terminal.
3. Select **HOST SETUP** to navigate to the RMS section.



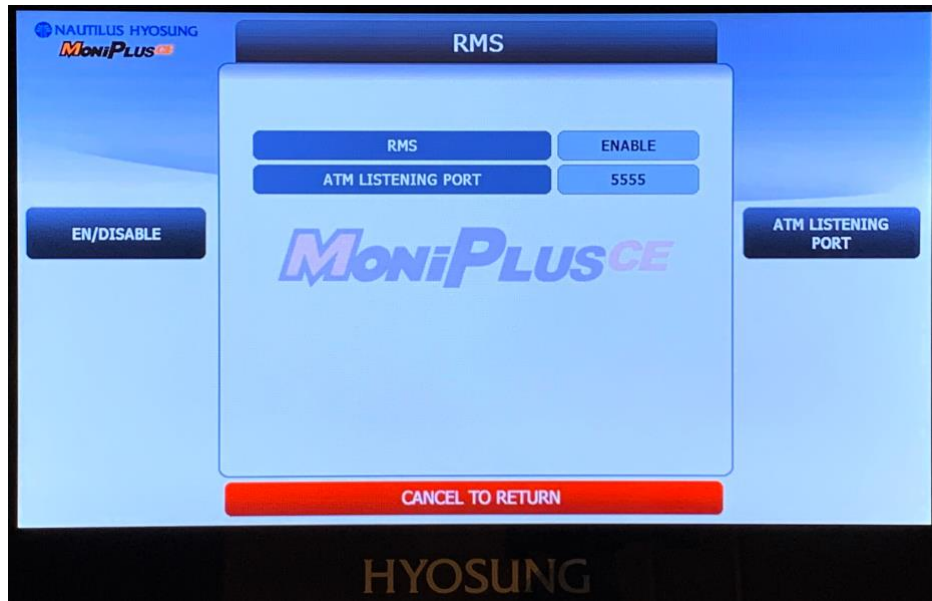
4. Select **REMOTE MONITOR**.



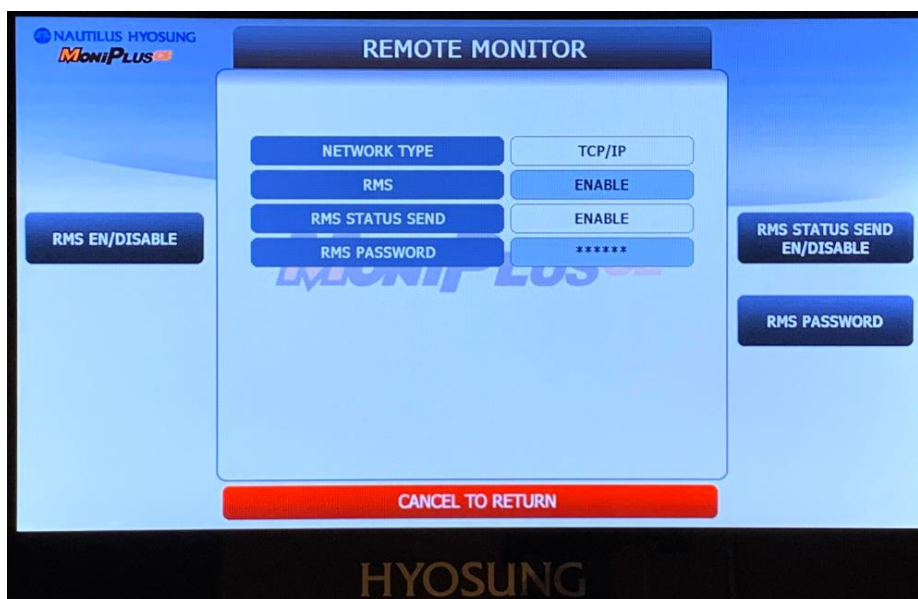
5. Select **RMS EN/DISABLE** to enable RMS RECEIVE.



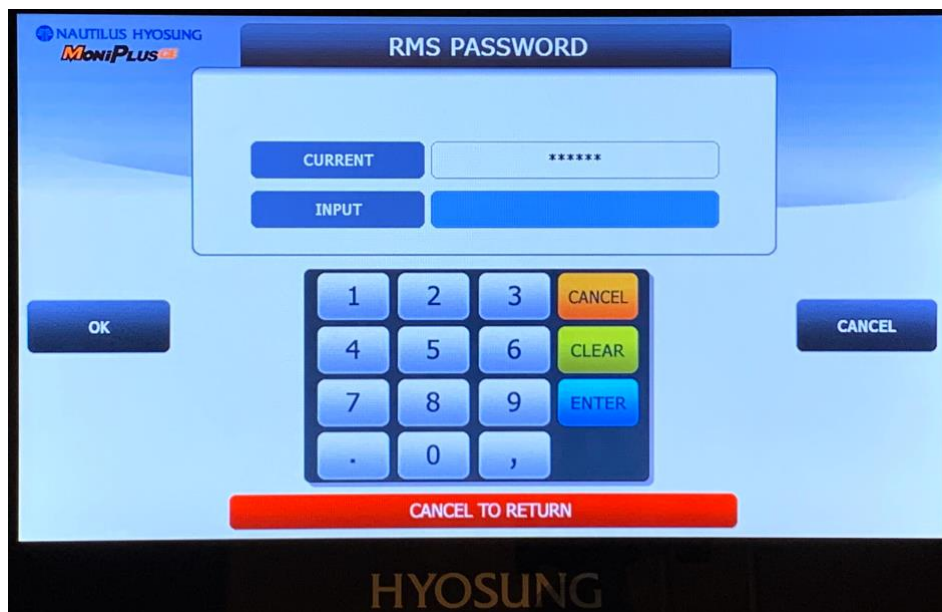
6. Select **ATM LISTENING PORT** then set the Port to 5555 if not already set.



7. Return to the **REMOTE MONITOR** menu.



7. Select **CHANGE RMS PASSWORD** and enter the RMS Password provided in the Hercules portal as described in Step 6 of the Hercules Portal Configuration section above.



Note: Every terminal will have a unique password.

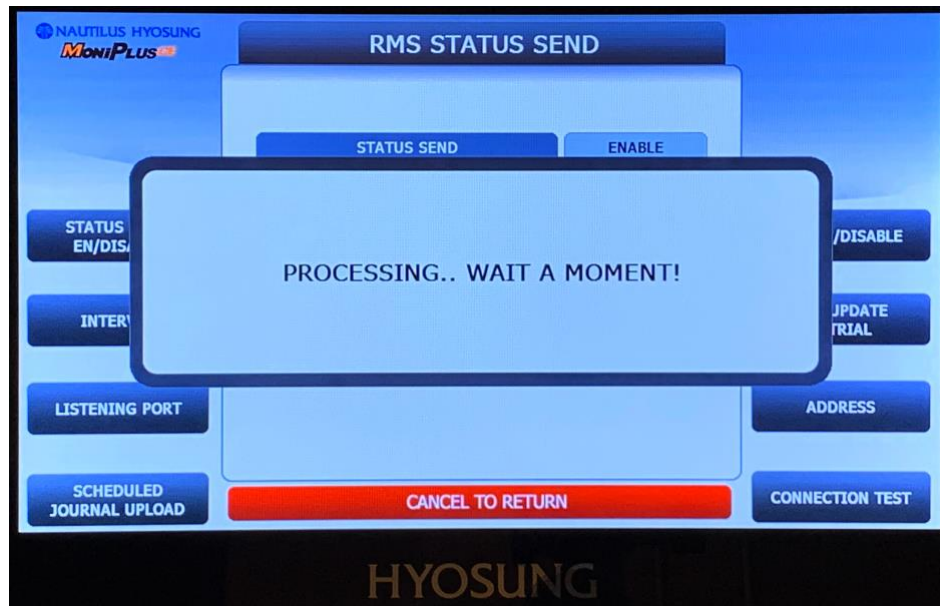
8. Press **OK** to return to the REMOTE MONITOR menu and select **RMS STATUS SEND EN/DISABLE**.



9. Press **STATUS SEND EN/DISABLE** to enable STATUS SEND.

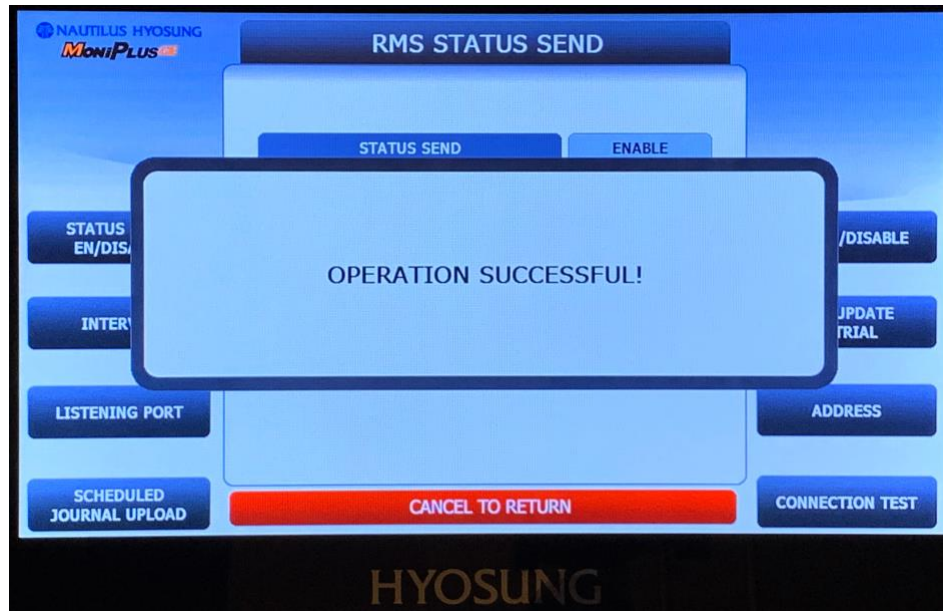


10. Set the **LISTENING PORT** to 9999 if not already set.
11. Set the **ADDRESS** to 192.168.0.53.
12. Return to the RMS STATUS SEND screen and Press **CONNECTION TEST** to perform a test call.



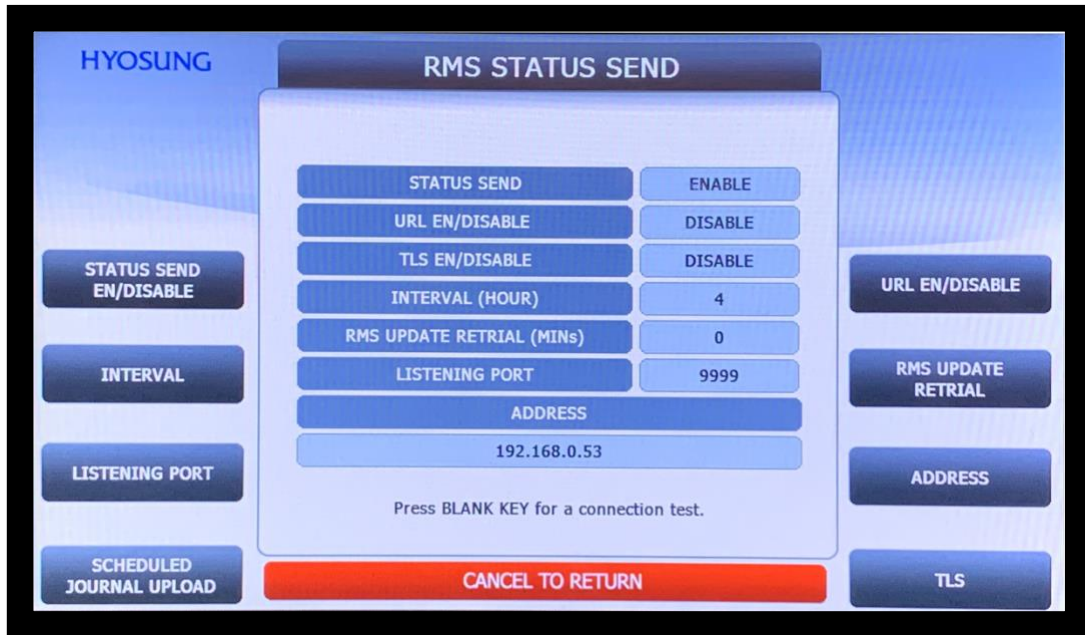
13. When the test succeeds you will see a “OPERATION SUCCESSFUL!” message on the screen. The ATM is now registered with Hercules RMS.

Note: Older Hyosung models may not have a Test Connection button available. In these scenarios the test connection is performed after entering the RMS Address. If you received a “OPERATION SUCCESSFUL!” message after entering the RMS Address you do not need to perform a Test Connection.



14. Back out of the Operator menu so that the RMS system can connect.

Note: Newer versions of Hyosung software will have a TLS option that needs to be disabled. You also perform the connection test by pressing the black key on the pin pad.

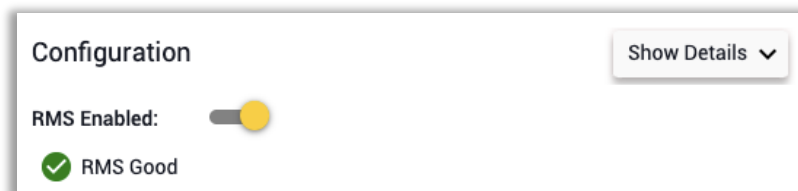












NOTE: Newer versions of Hyosung software will have a TLS option that needs to be disabled. You also perform the connection test by pressing the blank key on the pin pad.

Hercules RMS Configuration Status Check in the Hercules Portal

1. Return to the RMS Configuration section of the Hercules Portal and confirm that the Hercules RMS status is stating RMS Good, indicating a successful configuration.

Tip: It may take up to 10 minutes for the RMS Status to change after completing the ATM Configuration.



Configuration Statuses			
Icon	Status	Action Required	Notes
	Hercules RMS Good	None	Hercules RMS connected
	Configuring Hercules RMS ~30sec	None	Enabling Hercules RMS (Approx. 30 seconds)
	Waiting for "CONNECTION TEST" from ATM	None	Hercules RMS waiting to receive ATM RMS test message
	Verifying Password - Please Wait	None	Attempting to connect using password entered
	Password Verification Retry Pending ~1min	None	Initial attempt to connect failed. Will retry every minute up to 5 times
	Retrying Password Verification	None	Retrying connection to ATM with Password
	Hercules RMS Issue	Manually fetch journal and params or wait for next window	ATM was not reachable when requesting data (transaction or connection)
	Password Verification Failed	<ol style="list-style-type: none"> 1. Verify/Re-enter Password 2. Ensure Hercules is Connected 3. Select Retry Connection in RMS Configuration section of Hercules Portal 	Password may have been entered incorrectly or Hercules disconnected
	Connection Timeout	<ol style="list-style-type: none"> 1. Configure ATM 2. Select Retry Connection in RMS Configuration section of Hercules Portal 	RMS test message not received within 24hrs of enabling Hercules RMS
	Failed to Connect	<ol style="list-style-type: none"> 1. Perform Test Transaction on ATM 2. Confirm ATM RMS Settings 3. Resend RMS Test Message 4. Select Retry Connection in RMS Configuration section of Hercules Portal 	No ATM Terminal ID or ATM misconfiguration