

**Customer Service:**  
1.888.859.9219

**After Hours Customer Service:**  
1.877.815.9744

**Customer Service Fax:**  
1.877.355.3771

**Technical Assistance:**  
1.866.499.5732

**After Hours Technical Assistance:**  
1.877.815.9747

Please feel free to chat with our live support online,  
visit us at [www.eps-na.com](http://www.eps-na.com) and click on



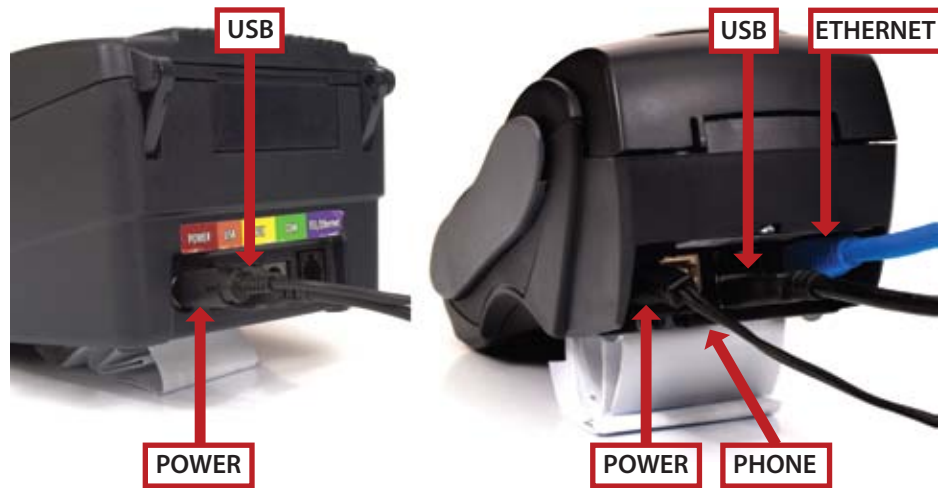
## INSTALLATION GUIDE



6472 South Quebec Street  
Englewood, CO 80111

## Download Instructions for RDM and EPS Elite II

1. First remove each unit from its boxes.
2. Next, connect the USB cord to one of the USB ports on the back of the Elite. Then connect the other end of the USB cord to the back of the RDM—USB port.



3. Plug the power cord for the RDM into the wall and the opposite end into the back of the RDM into the POWER port.
4. The Elite II power cord comes in two pieces. Put the two pieces together. Plug the two prong end into the wall and the yellow end into the DC7V port.
5. Now you have the options of running your EZ Payment Plan set up three ways. Choose if you want to use Ethernet, Phone line, or Wifi and plug up the Elite II accordingly.

### YOU ARE NOW DONE WITH THE BASIC INSTALL

6. If you are using a phone line to process, plug the phone line into the wall jack and also the MODEM port on the bottom of the Elite II. If a prefix is needed to dial out of your office, it will need to be added to the settings before you run any transactions.

7. To add a prefix to your terminal:
  - A) Press the menu key.
  - B) Scroll down to UTILITY, press the green ENTER key.
  - C) Screen prompts MANAGER PASSWORD. Press 1, 2, 3, 4, then ENTER.
  - D) Scroll to COMMUNICATIONS, press green ENTER key.
  - E) Scroll to LOCAL PARAMS, press green ENTER key.
  - F) Scroll to MODEM, press green ENTER key.
  - G) Scroll to PREFIX, press green enter key
  - H) Add the number needed to dial out. Press ENTER to save.
  - I) Press the red X ESC key to get back to the Icon screen.



8. If you are using Ethernet, plug the cord into the ETHERNET port on the back of the Elite II. You can tell if you have a good Ethernet connection when the Ethernet icon is lit up.
9. If you are using Wifi, you will need to contact technical support at 1- 866-499-5730 for assistance connecting to your network.

