Step 1

In order for your HICAPS terminal to connect to the computer, a physical connection is required between the two. Depending on the ports available on your computer, you may be connecting via a **Serial Cable** or a **Serial to USB Adapter** supplied by HICAPS.

Serial Cable

Keyspan Serial to USB Adapter

If you are connecting via a serial cable, only the HICAPS Connect software itself is required. If you are connecting through a serial to USB adapter, you may also need to install the adapter drivers. The model currently supplied by HICAPS is a Keyspan USA-19HS, which includes an installation CD.

For more information on this particular adapter, please see: http://www.tripplite.com/high-speed-usb-to-serial-adapter-keyspan~USA19HS/

Step 2

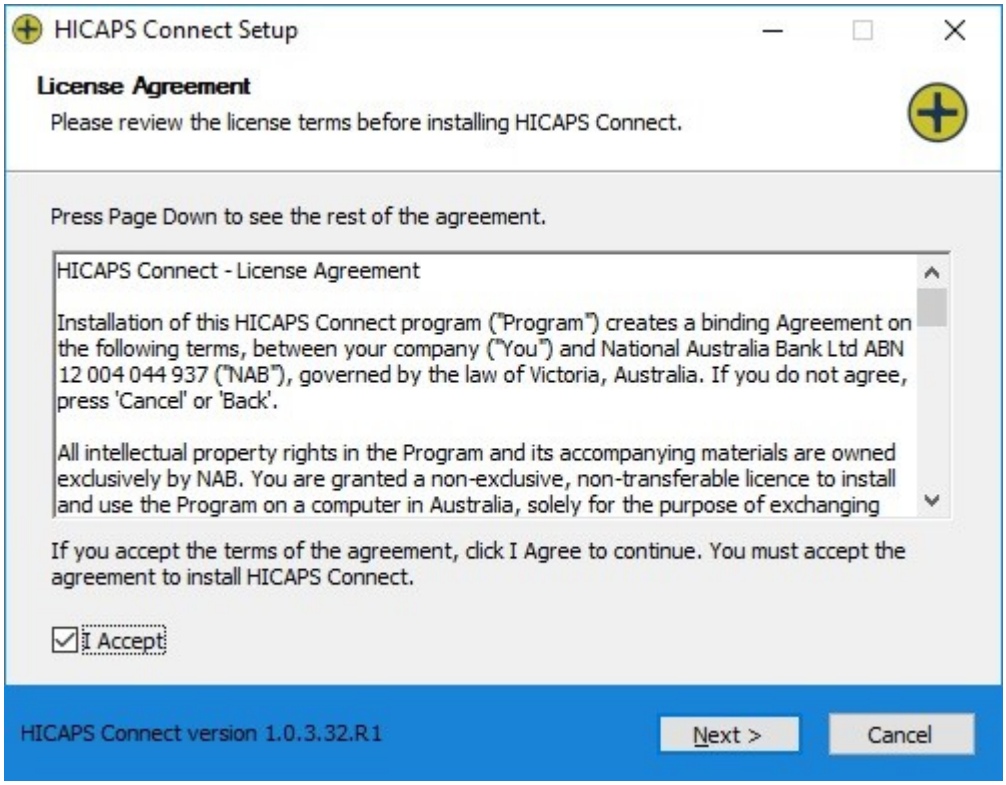
Download the HICAPS Connect software from the Smartsoft website.

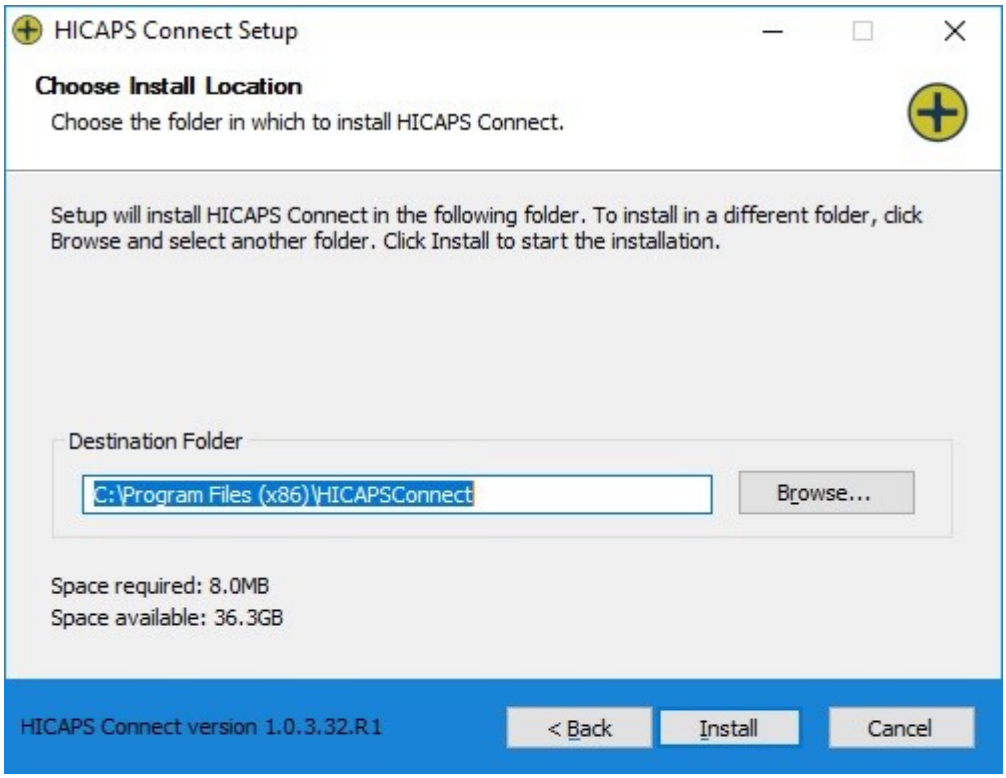
This can be found at:
http://www.smartsoft.com.au/downloads/HICAPS/1.0.3.32/hicapsconnect.exe

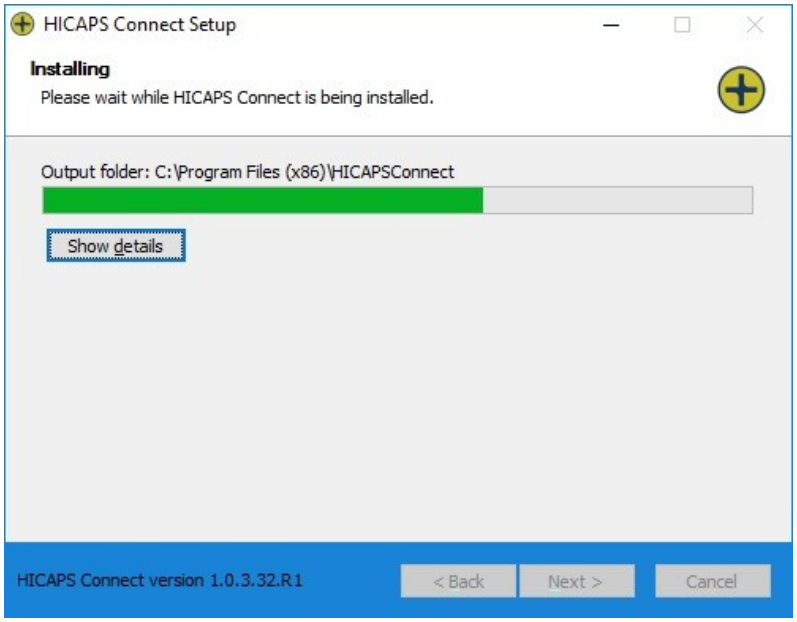
Step 3

Once downloaded, install HICAPS Connect.

Follow the prompts, and accept the License Agreement.

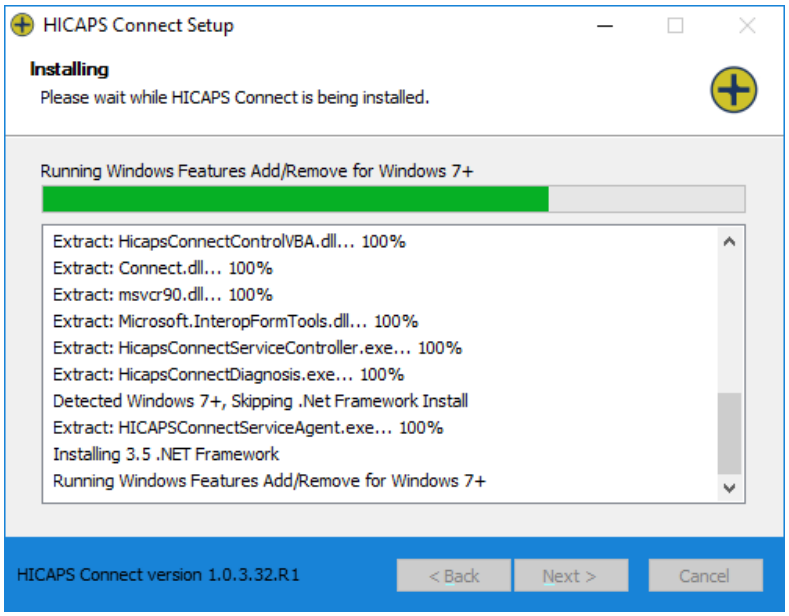

HICAPS Connect Setup
License Agreement
Please review the license terms before installing HICAPS Connect.
Press Page Down to see the rest of the agreement.
HICAPS Connect - License Agreement
Installation of this HICAPS Connect program ("Program") creates a binding Agreement on the following terms, between your company ("You") and National Australia Bank Ltd ABN 12 004 044 937 ("NAB"), governed by the law of Victoria, Australia. If you do not agree, press 'Cancel' or 'Back'.
All intellectual property rights in the Program and its accompanying materials are owned exclusively by NAB. You are granted a non-exclusive, non-transferable licence to install and use the Program on a computer in Australia, solely for the purpose of exchanging
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install HICAPS Connect.
I Accept
HICAPS Connect version 1.0.3.32.R1
Next >
Cancel


HICAPS Connect Setup
Choose Install Location
Choose the folder in which to install HICAPS Connect.
Setup will install HICAPS Connect in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.
Destination Folder
C:\Program Files (x86)\HICAPSConnect
Browse...
Space required: 8.0MB
Space available: 36.3GB
HICAPS Connect version 1.0.3.32.R1
< Back
Install
Cancel

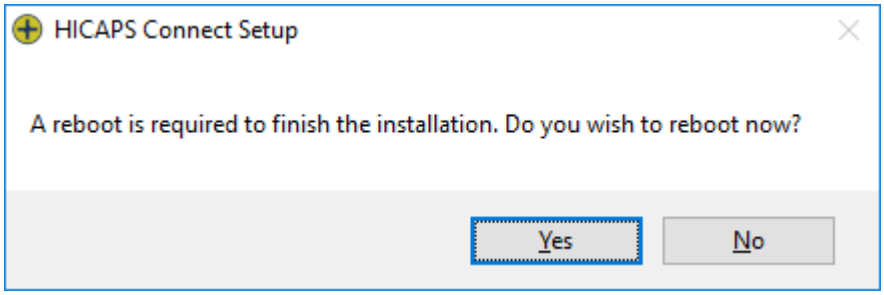


If necessary, Microsoft .NET Framework 3.5 will be downloaded and installed for you.

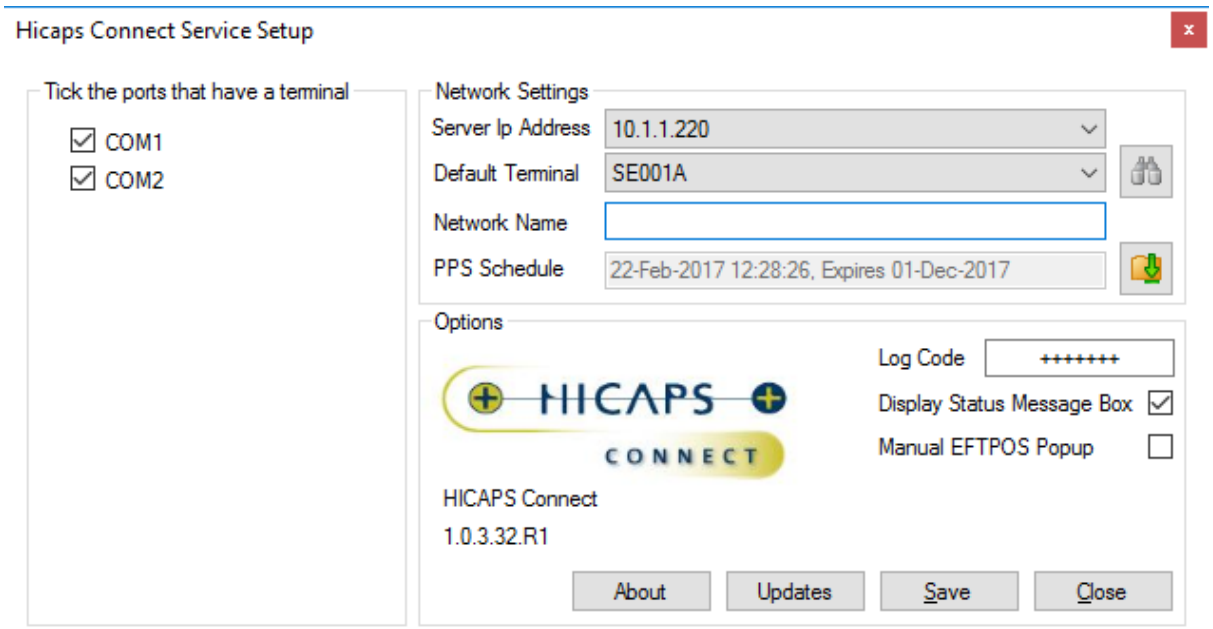
This is an automated process for most operating systems, however if you are prompted simply accept the License Agreement and click **Install**.



Once installation of HICAPS Connect is complete, a reboot is required.

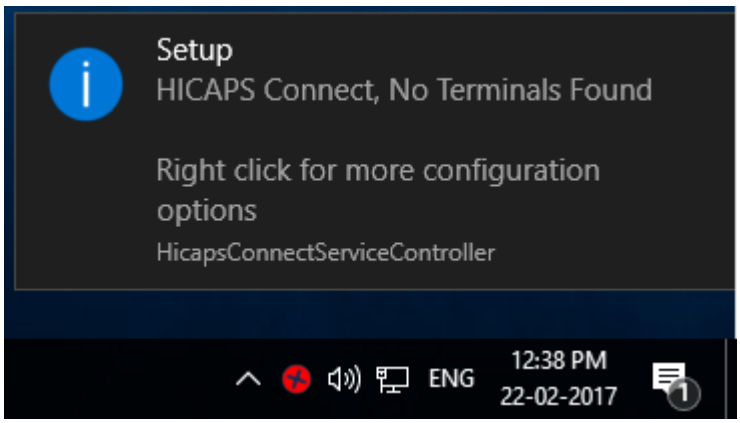


After rebooting, the HICAPS Connect Service Startup window will be displayed. If a terminal has been detected, it will be displayed in the Default Terminal drop-down list. If you have multiple terminals, select your preferred terminal from the list, **Save** and **Close**.



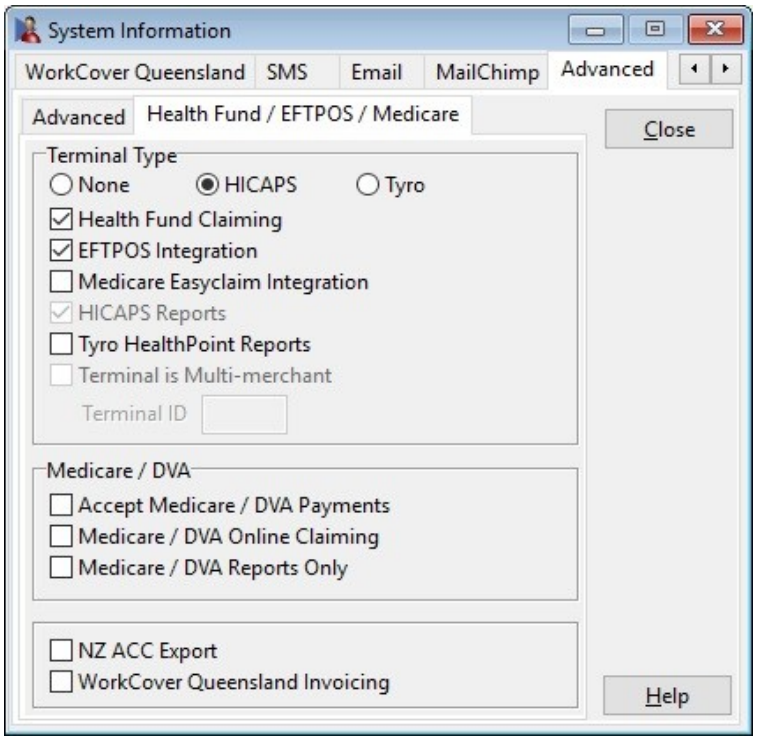
Depending on your version of Windows, you may see the HICAPS Connect icon in your system tray at the bottom right of your screen.

If HICAPS Connect does not detect a terminal connected to your PC or local network, you will see a red HICAPS Connect icon instead of the yellow icon. A message may also be displayed. In this case, please contact the **HICAPS Help Desk** for further assistance on **1800 650 852**.

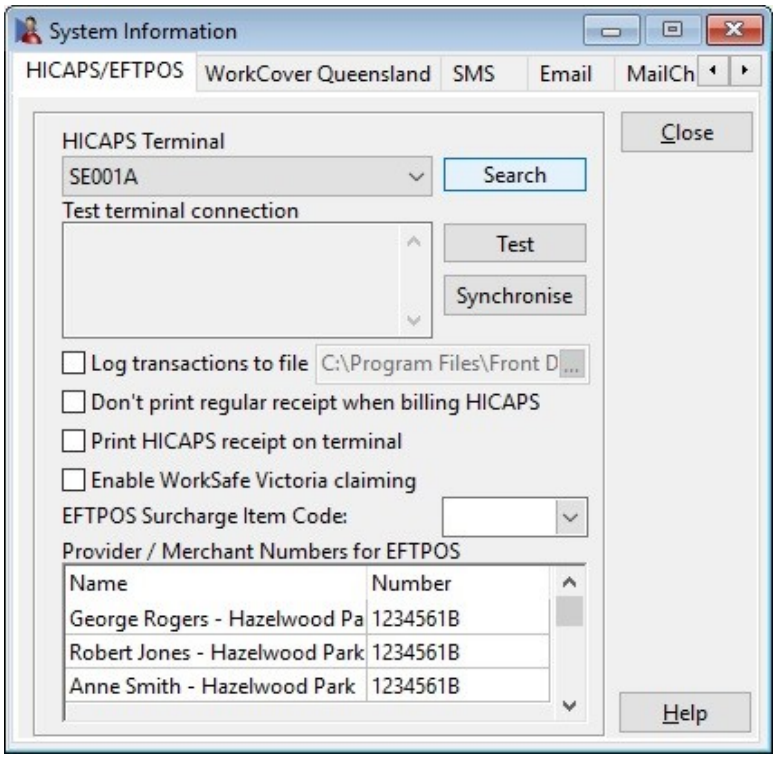


Step 4

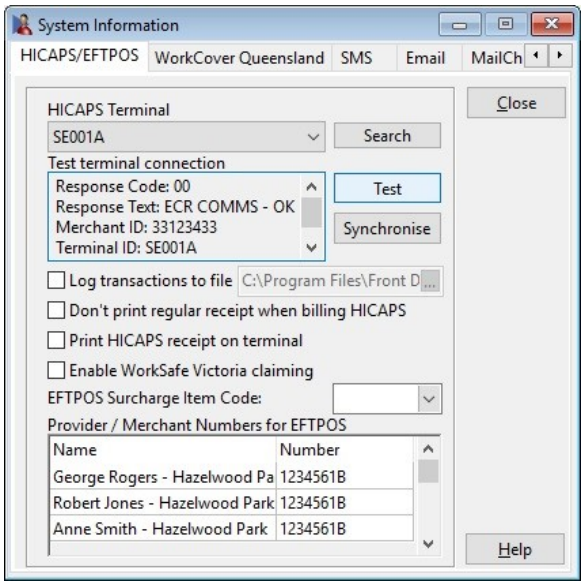
Run Front Desk, then go to the **HICAPS / EFTPOS** tab in **System Information** (**File → System Information**). If this is not visible you may need to log in as the Admin user and enable HICAPS Integration on the Advanced tab.



Click **Search** to find the HICAPS terminal.



Click **Test** to check your connection to the terminal is working correctly.



If the HICAPS Connect software has installed correctly, the following information will be returned:

Response Code: 00
Response Text: ECR COMMS - OK

If you experience issues relating to HICAPS Connect or the HICAPS integration, please see the following troubleshooting guide: http://www.smartsoft.com.au/hicapstroubleshooting