

Configuring UTG and TETRA Devices for the International Gateway

This document reviews configuration details that are specific to merchants processing in Canada using TETRA devices.



Requirement: The functionality described in this document corresponds to UTG version 3316. Ensure the UTG is running version 3316 or above.



Requirement: The Ingenico Minimum UPP Version required is Kernel bundle 3, UPP 8.83.02.

Tip: Other documentation that may be helpful:



- [UTG Installation and Configuration Guide](#)
- [Using Ingenico TETRA External Devices](#)

In addition, the [Resource Library](#) contains other UTG and device documentation.

Required Setting on Express Tab

For merchants processing in Canada, the following is required on the Express tab in UTG TuneUp.

1. Select **Send All Transactions to TM**, and then complete the following steps:

- In the **Environment** drop-down list, select the desired option:
 - **Production:** Always use this option with actual card numbers. (Production is the default setting.)
 - **UAT:** Only use this option during development and testing in a lab with test card numbers.
 - **External QA**
 - **Internal QA**
 - **External Dev**
 - **Internal Dev**



Note: When **Send All Transactions to TM** is selected, the Environment selection determines which Transaction Manager environment is used, and that environment is not reflected in the Address field.



Tip: When Send All Transactions to TM and an Environment other than Production is selected, a Test button becomes available. Click it to test connectivity to the selected environment.

- Click **Save**.

Settings for TETRA Devices

For merchants processing in Canada, the following are the settings when configuring TETRA devices.

1. On the General tab, in the Location section, complete the following steps:

- From the Country Code drop-down list, select the country where the merchant is processing.



Requirement: For alphanumeric postal code entry on Ingenico TETRA devices, UTG 3316 or higher must be in use and the latest FORMS.TGZ. In addition, the country selected above must use alphanumeric postal codes (like Canada).

- From the Currency Code drop-down list, select the currency the merchant is using.
- From the Default Language drop-down list, select the desired option based on the merchant's location.

2. On the EMV Settings tab, complete the following steps:

- In the EMV Settings section, ensure the following are selected for the applicable location.

Canada
○ Contactless Enabled ○ Fall Back Enabled ○ Contactless EMV Refund Enabled Note: The other setting(s) should be cleared.

- In the Cardholder Verification Methods section, ensure the following are selected for the applicable location.

Canada
☐ Offline Plaintext PIN ☐ Offline Encrypted PIN ☐ Signature ☐ No CVM

Note: The other setting(s) should be cleared.

- In the EMV AIDs section, complete the following steps for the applicable location.

Canada
○ Select American Express, and then enter 250 in the Contactless No CVM Limit field. ○ Select Discover, and then enter 250 in the Contactless No CVM Limit field. ○ Select INTERAC Canada, and then enter 250 in the Contactless No CVM Limit field. ○ Select JCB, and then enter 250 in the Contactless No CVM Limit field. ○ Select MasterCard, and then enter 250 in the Contactless No CVM Limit field. ○ Select Visa Credit & Debit, and then enter 250 in the Contactless No CVM Limit field. ○ Select Visa Electron, and then enter 250 in the Contactless No CVM Limit field. Note: Only the seven EMV AIDs noted above should be enabled for Canada.



Note: These limits are set as defaults, but you can configure them to meet your business needs if the default outlined above does not. More specifically, these are the minimum amounts that will allow Tap to Pay to work properly. Any transaction over the entered amount cannot be processed via Tap to Pay.

3. Click **OK**.

Add Device

Device NameLane11

Device TypeIngenico Lane 3600

API Terminal ID70211

EMV Settings

☐ Contactless Enabled

☐ Fall Back Enabled

☐ Visa Debit Opt Out

☐ Prefer US Common Debit

☐ PIN Bypass Enabled

☐ Quick Chip Enabled

☐ Contactless EMV Refund Enabled

☐ Contactless CUP EMV Debit Enabled

☐ Unattended

Cardholder Verification Methods

☐ Offline Plaintext PIN

☐ Offline Encrypted PIN

☐ Signature

☐ Online Encrypted PIN

☐ No CVM

EMV AIDs

☐ American Express | A00000002501

☐ American Express U.S. Common Debit | A00000002504

☐ Discover | A0000001523010

☐ Discover/Diners Common Debit | A0000001524010

☐ INTERAC Canada | A0000002771010

☐ JCB | A0000000651010

☐ Maestro | A0000000043060

☐ MasterCard | A0000000041010

☐ MasterCard U.S. Maestro Common Debit | A0000000042203

☐ UnionPay Credit | A000000333010102

☐ UnionPay Debit | A000000333010101

☐ UnionPay Quasi Credit | A000000333010103

☐ UnionPay U.S. Common Debit AID | A000000333010108

☐ Visa Credit & Debit | A0000000031010

☐ Visa Electron | A0000000032010

☐ Visa Interlink | A0000000033010

☐ Visa U.S. Common Debit | A0000000980840

Offline Floor Limit0

Contactless No CVM Limit0.00

Chip No CVM Limit0.00

Contactless Transaction Limit99999999999

Apply to All AIDs

General

EMV Settings

OK

Cancel

Settings in image intentionally cleared as they must be configured according to the documentation above.

4. Click **Save**.