Zonal

ZHS Integrated PED - Onboarding & Support

V 0.1 December 2024

Version	Date	Notes	Author
0.1	02/11	First draft to gather feedback from NPI group	D.Miller
0.2	12/11	Updated with abridged pre-req/install steps	D.Miller

Contents

Introduction

This document serves as a guide for Zonal staff to successfully integrate the Ingenico Move 5000 PED with ZHS. With its direct integration into the ZHS PMS system, the device enables easy customer charge processing directly through the PMS interface, enhancing operational efficiency and streamlining payment operations.

This document will detail –

- All prerequisites
- Where to submit requests for install
- Site level installation details for engineers
- Support routes and resources

Pre-Requisites

Aztec Site

- Min Aztec – 3.20
- Min ZCPS – Freedompay 1.00

Release details and specifications for ZCPS Freedompay can be found here - [ZCPS Freedompay Releases](#)

Details required by ZHS

The table below details a number of pre-reqs that must be closed out before any install can take place. The information below will also be consumed into the form submitted to ZHS to activate the link between the PMS and the PED (See next section for full form)

Item	Task	Responsible
Property Name	Name of venue being installed	Account Manager
Property Address	Address of venue	Account Manager
Device Needed	This will always be a Move 5000 configured as a Lane	Account Manager
ZHS Go-Live Date: ???	Date of Go Live with solution	Account Manager
External communication IP of the Aztec PC	Aztec site PC's normally have an internal 192.168.xxx.xxx address and a secondary IP that communicates with the outside world, it is the non 192 address that is needed here	Client IT
Confirmation Port 1013 is open	Port 1013 must be open for the ped to communicate	Client IT
Whitelist the ZHS IP addresses: 34.254.148.76 and 52.208.64.39	Client IT must whitelist both these IP addresses ahead of installation	Client IT
ZHS Manifest	A booked job must be raised with planned work to have the following manifest run - *R:\Tools\Payment Applications\Enable-FreedomPayHLSLink*	Planned Work
PED Setup in Theme Modelling	Request a Move 5000 configured as a Lane – - When configuring a Move as a Lane, you must assign the PED a static IP (not DHCP) to avoid connectivity issues - PED must be setup against the server and not a POS - Device must be explicitly named – Hotel Ped - The Device must be configured with port 20026 See below example of config from a MAB venue –	Client/Data Bureau

The Lane ID can be obtained from below file on the Aztec Back Office PC - *C:\Program Files (x86)\FreedomPay\FreewayCommerceConnect\LaneConfig.xml*

The Lane ID can be in the config file by searching against the IP assigned to the PED in ThemeModelling

PED Config at HO -

Lane ID with PED IP in site config file –

Lane ID which ZHS will use for PED connection

Planned Work

Pre-Req request summary

Request to Client

- External IP of Aztec PC
- Port 1013 open on Network
- IP's 34.254.148.76 and 52.208.64.39 both whitelised
- Create Move 5000 as a lane against site server (Not POS) and assign relevant IP and Port No

Request to Planned Work

- Run ZHS manifest *R:\Tools\Payment Applications\Enable-FreedomPayHLSLink*
- Obtain Lane ID of newly created PED form site level config file

Once all the above pre-reqs have been completed a formal request to ZHS can be submitted.

Request to be submitted to ZHS

Once you have confirmation that all of the pre-req requirements are satisfied please submit the below form in email to - **Onboarding@high-level-software.com**

Lead times for Request (ZHS) – 1 week prior to installation

Hi Team,

I am requesting a PED installation for the property listed below. Please can this work be done to ensure completion before the ZHS go-live date.

Item	Note
Property Name	
Property Address	
Device Needed	Move 5000
HLS Go-Live Date	
SNow ref for install (Booked job no for engineer/PST job to attend and install PED)	
Engineer/PST install date	
Aztec Version	
ZCPS Version	

For the PED setup, ZHS requires the following information sent back to us, please can you send it back to us post configuration

Item	Note
External communication IP of the Aztec PC	
Confirmation Port 1013 is open	
Whitelist the ZHS IP addresses: 34.254.148.76 and 52.208.64.39	
Lane ID which ZHS will use for PED connection.	

Important Setup Information:

PED Setup in Zonal:

- When configuring a Move as a Lane, you must assign the PED a static IP (not DHCP) to avoid connectivity issues after reboots or service restarts.

Move as a Lane Configuration:

- Set up the PED as usual but configure it to restrict EPOS access via Pin Pad Groups in Theme Modelling.

Lane ID:

- The Lane ID will be created when you add a device in Theme Modelling. It will be available in **Laneconfig.xml on-site.** Please send back the lane number back to ZHS when created.

ZHS Manifest:

- Ensure to run the manifest named `**Enable-FreedomPayHLSLink**` before any installation.

External Communications:

- You need the external communication IP of the Aztec PC, available in the base data communications section. This will need to be sent back to ZHS.

Whitelisting IP Addresses:

- Whitelist the ZHS operating IPs for the PED in any site PC firewall to avoid connection issues. Notify the customer to ensure this is done
- 34.254.148.76
- 52.208.64.39

Kind Regards,

Site Level Installation Guide

The following information can be used by Zonal Engineering staff to successfully install the Move device –

ZHS PED Install Guide v1.0

Commented [CF3]: Can this be updated to not reference MAB? We should have a generic. all customer version

Commented [DM4R3]: @Rob Ives Is this install guide an engineer owned doc and can it be standardised? cheers

Commented [RI5R3]: Easy enough to edit as generic.

Without NPI we we just told it's a MAB thing.

I'll get that edited

Commented [RI6R3]: Oh and that's PST's doc, not engineering

Commented [DM7R3]: Thanks @Rob Ives you want to still edit or do you want me to pass over to Simon Cooks team to sort?

Commented [RI8R3]: I'll edit engineers guide but the one linked here needs to go back to PST

Commented [DM9R3]: @Simon Cook Morning, do you have a team member who could standardise the PED install guide referenced here, thanks.

Commented [SC10R3]: @David Miller isnt this just a case of removing the MAB references - if so can you update please?

Support

All support issues post-install should be logged to the Zonal Helpcentre through existing support channels.

Specific troubleshooting information for Support staff can be found via screensetps - [ZCPS FreedomPay Documentation/Triage | Zonal Card Payment Services | Zonal HC](#)

For any onboarding issues, please mail the ZHS onboarding team –

Onboarding@high-level-software.com

For any technical queries or issue please contact the ZHS dev team –

HLS-developers@zonal.co.uk