

# Cardknox Signature Capture Device

## Overview

**Cardknox Signature Capture** devices allow you to capture a customer's signature digitally through POS for service job **intakes** and/or **pickups**. With the addition of a new **System Option**, you also have the ability to choose whether or not those captured signatures print on your receipts.

Supported Cardknox Devices (subject to change):

- **Verifone M400**
- **PAX A920**

## Device Installation and Setup

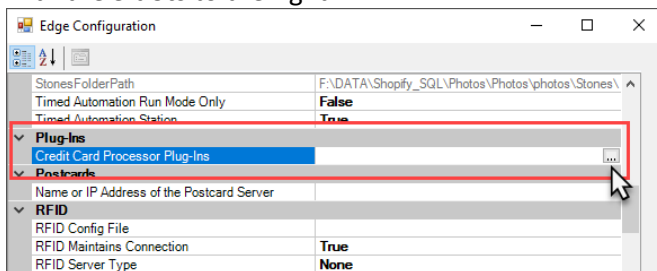
In order to use your **Cardknox Signature Capture device** in Edge, you must **configure** your workstation for use with Cardknox, enter **device credentials** to connect the device to your workstation, and set your **signature requirements**.

## Configuration

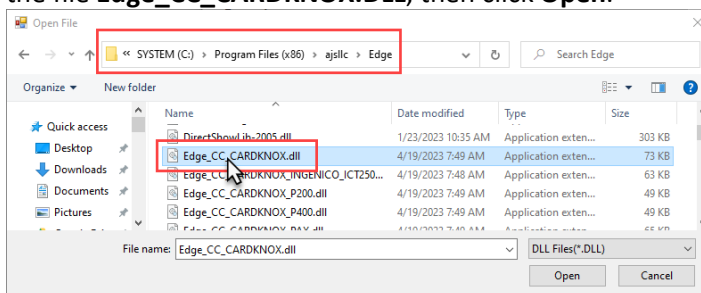
The first step to setting up your **Cardknox Signature Capture device** for use within Edge is to configure the **Cardknox DLL**. This is a required first step for using this device at POS and must be done on **each workstation** with a device attached.

To set the **Cardknox DLL**:

1. Navigate to **Administrative > Configuration**.
2. Scroll down to the **Plug-Ins** section and click on **Credit Card Processor Plug-Ins**, then click the button with the **3 dots** to the right.



3. The **Open File** window will open. Navigate to the folder **C:\program files (x86)\ajslc\Edge** and select the file **Edge\_CC\_CARDKNOX.DLL**, then click **Open**.

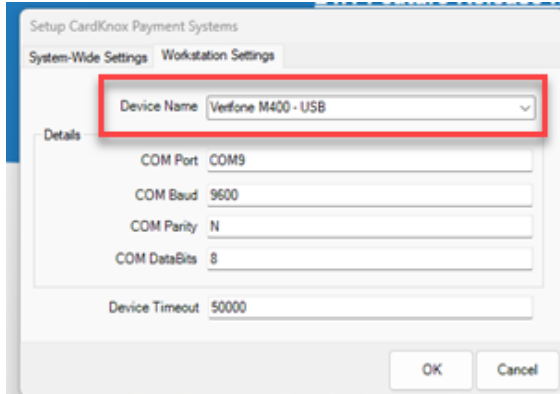


4. Click **OK** to save your changes.

## Connect Device to Station

To connect the device to the workstation:

1. Navigate to **Administrative > Credit Cards > Setup Cardknox Payment Systems**.
2. Click the **Workstation Settings** tab.
3. Select the name of the device using the **Device Name** dropdown:



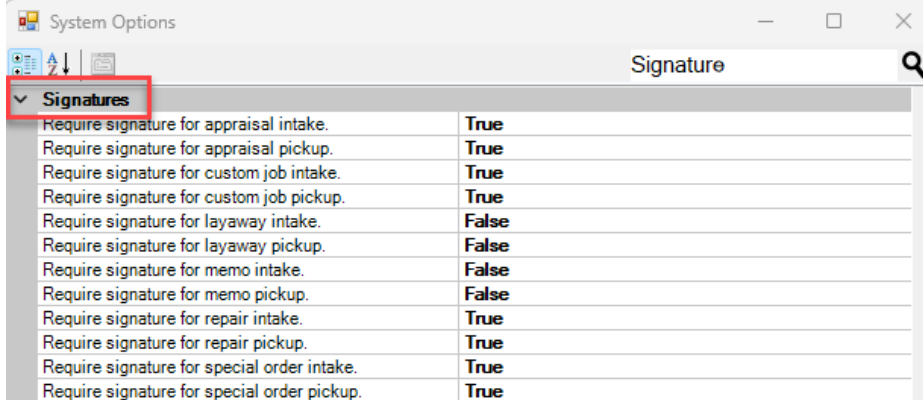
4. Click **OK**.

## Setting Signature Requirements

To begin capturing signatures at POS, you must first determine which transactions you would like to require signatures. Please **note**, these options are set to **False** by **default**. To see the signature capture option at POS, you must go into your **System Options** and manually set your desired transaction type to **True**.

To make signature requirement selections:

1. Navigate to **Administrative > System Options**.
2. Scroll down to the **Signature** section or use the **Search** bar to search **Signature**.



3. Locate your desired function(s) for requiring signatures and change each to **True**.
4. Click **OK** to save your changes.

## Receipt Option

There is an additional **Receipt Option** that will print the captured signatures on receipts. This option is set to **True** by **default**.

**Rewards.**

Total... \$488.60

Cash Tendered... \$488.60



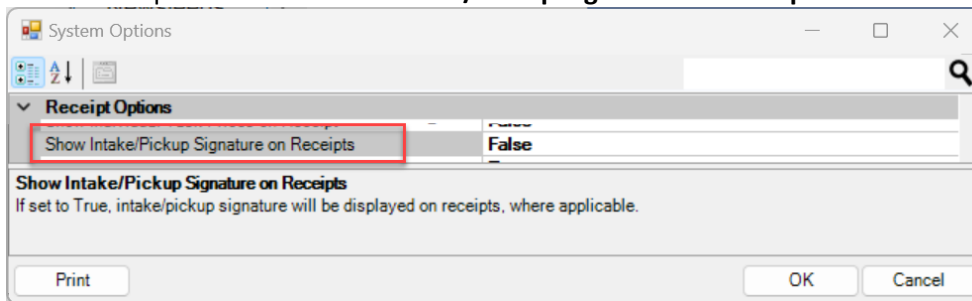
X

I acknowledge pick up of 1 item.

If you prefer **not** to have signatures printed on receipts, you will need to **manually** switch this option to **False**.

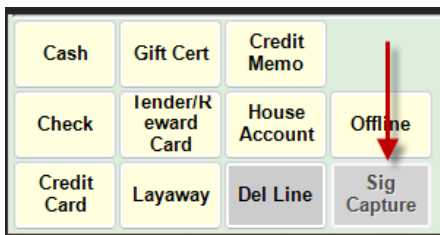
To do so:

1. Navigate to **Administrative > System Options**.
2. Scroll down to the **Receipt Options** section or use the **Search** bar to search **Signature**.
3. Locate the option named **Show Intake/Pickup Signature on Receipts** and set this to **False**.



## Signature Capture Devices at POS

After successfully completing setup of your device, the next step is to use at POS. Upon opening your POS, you should now see a **grayed-out Sig Capture** on the bottom left of your screen.



The **Sig Capture** button will change to **Green** once a **Required Signature** transaction has been added. If you added a transaction and the button **did not** light up green but you believe it should have, return to your **System Options** to verify you have set that transaction type to **True**.



After clicking the **Sig Capture** button, a signature line will become available on your device for the customer to sign. Instruct your customer to **sign** and **click the Blue OK** button on the device's screen.



You may now **complete** the transaction in Edge as normal.