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.
- 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)\ajsllc\Edge** and select the file **Edge_CC_CARDKNOX.DLL**, then click **Open**.

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← → * ↑ 📙 « :	SYSTEM (C:) → Program Files (x86) → ajsllc → Edg	e võ	> P Search E	dge	
Organize 👻 New fo	lder				?
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File	name: Edge_CC_CARDKNOX.dll		✓ DLL Files(*.DLI	L)	\sim
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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:

Setup Card	Gnox Payment Sys	items
System-Wide	Settings Worksta Device Name	Verfone M400 - USB
Details	COM Port	СОМ9
	COM Baud	9600
	COM Panty COM DataBits	8
	Device Timeout	50000
		OK Cancel

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.

•	System Options			—	\times
	•		Signature		٩
~	Signatures				
-	Require signature for appraisal intake.	True			
	Require signature for appraisal pickup.	True			
	Require signature for custom job intake.	True			
	Require signature for custom job pickup.	True			
	Require signature for layaway intake.	False			
	Require signature for layaway pickup.	False			
	Require signature for memo intake.	False			
	Require signature for memo pickup.	False			
	Require signature for repair intake.	True			
	Require signature for repair pickup.	True			
	Require signature for special order intake.	True			
	Require signature for special order pickup.	True			

- 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

a produced

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.

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Show Intake/Pickup Signature on Receipts	-		
Show Intake/Pickup Signature on Receipts Show Intake/Pickup Signature on Receipts If set to True, intake/pickup signature will be displayed of	on receipts, where applicable.		

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.

Cash	Gift Cert	Credit Memo	
Check	lender/R eward Card	House Account	Offline
Credit Card	Layaway	Del Line	Sig Capture

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.