



Portico VT Online

Peripheral Guide

FOR HEARTLAND MERCHANT USERS

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v2.12

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1 Overview

Heartland Portico Virtual Terminal (Portico VT) is a "virtual terminal" that processes credit and debit cards over a secure internet connection. Portico Virtual Terminal records the card information and dollar amount, then transmits this information to Heartland Payment Systems for further processing. Heartland then contacts the credit card issuer, receives an authorization, and displays the issuer's authorization response. Additionally, Heartland Portico Virtual Terminal provides easy-to-use reporting. Navigate to the Reporting tab to view available reports. Refer to the Merchant Manual for detailed report descriptions.

1.1 Document purpose

This document provides instruction for accessing the Portico VT Online website, installing hardware and configuring the applicable settings.

The following topics are documented separately:

Table 1.1: Documentation Reference

Component/ Function	Where Documented
Merchant functions	Portico Virtual Terminal User Guide
SDK functions for developers	Portico Virtual Terminal SDK
Tips and FAQs for users	Portico Virtual Terminal Quick Reference Guide

1.2 System requirements

The following is a list of required hardware and software components to run Portico VT with Internet Explorer.

Type	Compatible
Hardware	<ul style="list-style-type: none">• Laptop<ul style="list-style-type: none">• Internet connection• PC<ul style="list-style-type: none">• Internet connection• Keyboard• Mouse• Monitor
Operating System	<ul style="list-style-type: none">• Windows 7, 8.1, or 10
Browsers	<ul style="list-style-type: none">• Supported on IE 9 through 11

Note: VT Online is not certified on Mac computers and does not work with Safari.

1.3 Supported peripherals

Type	Compatible
Peripherals	<p>Card readers</p> <ul style="list-style-type: none">• Magtek USB Card Reader• E3 USB Card Reader <p>PIN pads</p> <ul style="list-style-type: none">• VeriFone 1000SE PIN Pad (Serial/Serial to USB converter)• Heartland E3 PIN Pad (USB)• Ingenico EMV PIN Pad iPP320 <p>Receipt printers</p> <ul style="list-style-type: none">• Epson Receipt Printer• Star Receipt Printer

2 Procedures

2.1 Launch Portico VT

Portico VT is an application that runs in your browser. The only supported browser is Internet Explorer. This is a secure application. Some drivers and/or plug-ins may be needed in order to use Portico VT Online. The URL to access Portico VT is:

<https://terminal.heartlandportico.com/Portico.aspx?inb=1>

VT Online is a secure system; you must log in with your username and password to access the program. If you have used VT on the desktop previously, your login credentials will work in the online version. If you are new to Portico VT, you will need to obtain your username and password to be able to login.

Note: You must have a username and password in InfoCentral. Contact Heartland to get set up. If you don't have an HIC user account, please contact your manager. You will be sent an email to reset your password.

To use Portico VT Online:

1. Click the **Password Reset Link** in the email.

Step Result: The **InfoCentral** login screen displays.

Heartland

Location Select Issuing Bank Lookup Access ▾

Personal Information

First Name:

Last Name:

Email Address:

Confirm Email: ⓘ

Note: Heartland will send sensitive account information to your email address given above.

Account Information

Username:

☒ Use email address as username.

- Username must include 6+ characters.

New Password:

Confirm Password:

- Password include 8+ characters, 1 letter, 1 number, 1 special character (!, @, #, \$, %, etc)
- Password cannot be the same as your username.

Choose your security questions.

Security Question 1: ▾

Security Question 2: ▾

- Answers cannot contain special characters

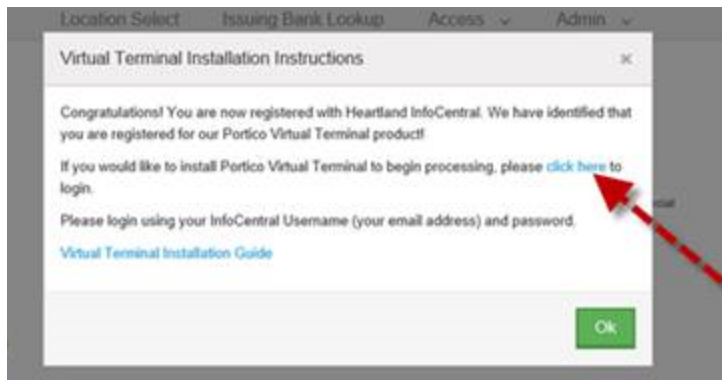
Answer 1:

Answer 2:

2. Type your password in **New Password**. Follow the password rules that display on screen.
3. Retype your password in **Confirm Password**.
4. Click **Submit**.

Step Result: A pop-up window displays with Portico VT installation instructions.

Note: DO NOT use the **click here** link. This is a link to download the desktop version of the VT application. This page will be updated when the Portico VT Online beta has completed.



5. You can:
 - a. Click the **Virtual Terminal Installation Guide** link.

Step Result: A new browser window displays the Virtual Terminal Installation Guide.

- b. Click **Close** to close the pop-up window.

Step Result: An email is sent to you; do not use the link in this email.

- c. Click the link for the Portico VT Online URL provided separately by Heartland or navigate directly to: <https://terminal.heartlandportico.com/Portico.aspx?inb=1>.

Step Result: Portico VT Online webpage opens.

Note: When you click on the Portico VT URL, the browser determines if the correct version of the Silverlight plug-in is installed. If it is not, you will be prompted to download the latest version. Your computer will walk you through the installation process.

6. When the login screen displays, type your username and new password.
7. Click **Login**.

Step Result: Portico VT Online home page displays.

2.2 Install Windows drivers

To install the Windows drivers needed for the supported hardware, such as Epson printers and Star printers:

1. Click **Admin > Settings > Hardware Drivers**.
2. Click the red link of the desired driver.
3. Follow the prompts.

2.3 Card readers

Heartland Portico supports Magtek and E3 card readers, which attach to the computer via USB connection. The USB and Wedge card readers require no special setup; Windows automatically recognizes these devices and installs the necessary software. To install a USB card reader, simply plug the cable into any available USB slot on your computer. Once Portico identifies the device, you can start to use it.

2.4 Supported PIN pads

Heartland Portico Virtual Terminal supports the following PIN Pads:

- Heartland E3 PIN Pad (USB)
- Ingenico iPP320 EMV PIN Pad (USB)
- VeriFone 1000SE PIN Pad (Serial or Serial-to-USB)

2.4.1 Install and set up the Heartland E3 PinPad

To install the Heartland E3 PinPad PP790SE:

1. Connect the Heartland E3 PinPad to a USB port.
2. Connect the power adapter and plug it in to a power source.
3. Click **Admin > Settings > Hardware Drivers**.
4. Click **Windows** next to the E3 PinPad PP790SE USB Driver.
5. When prompted, choose an option to open or save a .zip file. If you save, open the folder where you saved and open the .zip file.
6. Double-click the setup.exe file.
Result: The setup script runs.
7. [Open the Device Manager](#).
8. Double-click **Ports** to expand the list.

9. Note which COM port is being used by the PIN pad.
10. Return to Portico VT. Download the [Heartland Peripheral Manager](#) and configure the settings.
11. Close and re-launch Portico VT in a new browser.

Note: Make sure the Local Port matches in the VT Online **Admin > Settings > Hardware Drivers** and the Heartland Peripheral Manager for the device. See [Local port consistency](#) for more information.

2.4.2 Install and set up the Ingenico EMV PIN Pad

Note: The PIN pad should not be connected to the computer until after the driver is installed. Please leave the device disconnected until Step 8.

To install the Ingenico EMV PIN Pad:

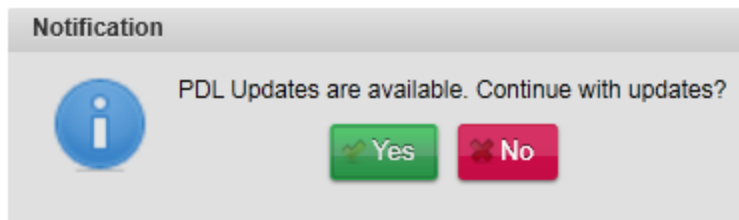
1. Click **Admin > Settings**, and then the **Hardware Drivers** tab.
2. Click **Windows** next to the EMV PinPad iPP320/iSC250 Driver. Depending on your browser, you may be asked if you want to Open, Save, Save As, or Keep the file; if so, select **Open** or **Keep**.
3. Open the zip file.
4. Double-click the IngenicoUSBDrivers_2.60_setup.exe file.
Result: The setup script runs.
5. If prompted, click **Yes** to launch the setup wizard. Follow the wizard by clicking **Next** through the prompts. When you get to the COM port page, leave all the fields blank and click **Next**. Click **Install**.
Result: The drivers are installed.
6. Click **Finish**.
7. Connect the Ingenico EMV PIN Pad to a USB port. Wait until the PIN Pad displays "Welcome".
8. [Open the Device Manager](#).
9. Click **Ports** to expand the list.
10. Note the COM port number for the Ingenico iPP3xx/iPP4xx Comm.Port.
Note: It may take several minutes for the PIN Pad to be recognized on the computer and receive a COM port number.
11. Return to Portico VT. Download the [Heartland Peripheral Manager](#) and configure the settings.
12. Close and re-launch Portico VT in a new browser.
13. Click **Admin > Settings**, and then the **Hardware** tab.
14. Click the **PIN Pad** tab, then click **Check Connectivity**.
15. When the connection is established, click **Admin > Settings**, and then the **Hardware** tab.
16. Click the **PIN Pad** tab, then click **Apply Settings**.
Result: Updates to the software are applied. Please wait until the device displays "Welcome".

Note: Make sure the Local Port matches in the VT Online **Admin > Settings > Hardware Drivers** and the Heartland Peripheral Manager for the device. See [Local port consistency](#) for more information.

2.4.2.1 Apply settings

Occasionally, software updates for EMV devices, also called PDL updates and/or settings updates, are made available. These are required updates. These should not be applied in the middle of a batch. It is recommended that any open batch be closed before applying updates.

When updates are available, a notification displays after you log in.



If you click **Yes**, updates will be applied immediately.

If you click **No**, updates will not be applied. To apply the updates later:

1. Ensure the EMV device is connected to the computer.
2. Log in to Portico VT Online.
3. Click **Admin > Settings > Hardware > PIN Pad**.
4. Click **Apply Settings**.

Step Result: The updates are applied. This may take a few minutes.

2.4.3 Install and set up the VeriFone 1000 SE PIN pad

To install and set up the VeriFone 1000 SE PIN pad in Heartland Portico Virtual Terminal:

1. Connect the VeriFone PP 1000 SE to the USB port.
2. Connect to the Power Adapter and plug in to power source.
3. Click **Admin > Settings**.
4. Click the **Hardware Drivers** tab.
5. Make sure the VeriFone 1000 SE PIN pad is connected to the computer.
6. [Open the Device Manager](#).
7. Double-click **Ports** to expand the list.
8. Note the COM port number for the PIN pad.
9. Return to Portico VT. Download the [Heartland Peripheral Manager](#) and configure the settings.
10. Close and re-launch Portico VT in a new browser.

Note: Make sure the Local Port matches in the VT Online **Admin > Settings > Hardware Drivers** and the Heartland Peripheral Manager for the device. See [Local port consistency](#) for more information.

2.4.4 Best practices for using PIN pads with Portico VT

- To function correctly, the device must be connected to VT before you log in. If connected after logging in to VT, you will need to close and reopen the browser.
- The Heartland Peripheral Manager must always be running in the background.
- When disconnecting the PIN pad, always click **Stop** or **Exit** on the Heartland Peripheral Manager before disconnecting the device.
- Users may not have more than one PIN pad connected to a single computer simultaneously.
- Users may have a PIN pad and a wedge reader connected to a single computer simultaneously.
- If the device loses connectivity, follow steps in [Check PIN pad connectivity](#) to troubleshoot and re-establish communication.

Additional recommendations for EMV Pin pads:

- If software updates are available for this device, they will be downloaded when the device is installed. Your device will be ready to use when the Welcome message displays.
- If you remove the EMV device from your computer after it has been successfully installed, VT may continue to behave as if the EMV device is attached until you close and re-open the browser. For example, the amount pop-up will still display when using the credit sale page.
- If you remove the EMV device and reconnected it to a different USB port, you should validate the COM port settings, as seen in steps 8-12. Make sure the Local port numbers are the same in both the Heartland Peripheral Manager and VT.

2.4.5 Open Device Manager

Windows 10

1. Click **Start**.
2. In the Search field, type "Device Manager" and press Enter.

Windows 7, 8.1

1. Click **Start**.
2. Right-click **Computer**, and click **Manage**.
3. Under **System Tools**, click **Device Manager**.

2.5 Heartland Peripheral Manager

Each user will need to download the Heartland Peripheral Manager. All users on a machine will share the settings.

2.5.1 Microsoft .NET Framework

Please note that the Heartland Peripheral Manager requires Microsoft .NET Framework 3.5 or higher. This is standard on Windows 7 or higher. If you receive an error indicating that you need to install this, first validate whether it is already installed, but not enabled on your machine.

1. Go to **Programs and Features**.
2. Click **Turn Windows features on or off**.
3. Scroll down to find Microsoft .NET and make sure the check box is selected.

2.5.2 Install the Heartland Peripheral Manager

Each user will need to download the Heartland Peripheral Manager. To install the Heartland Peripheral Manager:

1. Click **Admin > Settings**.
2. Click the **Hardware Drivers** tab.
3. By **PIN Pad Communication (in Browser)**, click **Heartland Peripheral Manager**. If asked if you would like to allow the download, always select Run/Yes/Allow Access. You may see a warning about .msi files. Click **Actions**, then **Run Anyway**.

Result: The Heartland Peripheral Manager is downloaded. The installer should run automatically. If it does not, you may need to find the file name and double click it to initiate the installation.


Note: If you see a firewall alert the first time you run the program, allow access for the Heartland Peripheral Manager. If you get an "Access Denied" error, you may have to add HeartlandPeripheralManager.exe to your firewall exception list manually.

Note: If you receive an error stating that the Heartland Peripheral Manager is currently running, you do not need to launch it from the **Start** menu. Heartland Peripheral Manager is running and can be accessed from the system tray (click the arrow by the system clock). If the Heartland Peripheral Manager is not in the System Tray, your antivirus software could be blocking it from running. Add HeartlandPeripheralManager.exe to the exception list in your antivirus software. Heartland Peripheral Manager is located in the Program Files on the computer.

Note: When the install is complete, the Settings page may display automatically.

2.5.3 Configuration settings

To configure the Heartland Peripheral Manager to communicate with a PIN Pad:

1. Open the Heartland Peripheral Manager Settings page. If the page did not display automatically, then it can be launched from the Start menu or the  icon in the system tray. You may have to allow the application to make changes on the computer; always select Yes/Allow Access.

2. Under **Type**, select the desired peripheral from the drop down list.
Result: The Advanced Settings are populated with the defaults for the device.
3. Select the COM Port number for the PIN pad.
NOTE: This is the same COM port that was noted when the PIN pad was installed.
4. Note the Local Port number in the lower section. This number, by default, will match the Local Port in VT under **Admin>Settings>Hardware> PIN Pad>Local Port**. These two values must always match.
5. Click **Save**.
6. If you have an EMV PIN Pad, return to Portico VT (see [2.4.2 Install and set up the Ingenico EMV PIN Pad](#), steps 13-16) to apply the settings.
Result: Updates to the software are applied. Please wait until the device displays "Welcome".

Note: The settings only need to be configured once on the machine. All users on the machine will share the settings file.

2.5.3.1 COM port

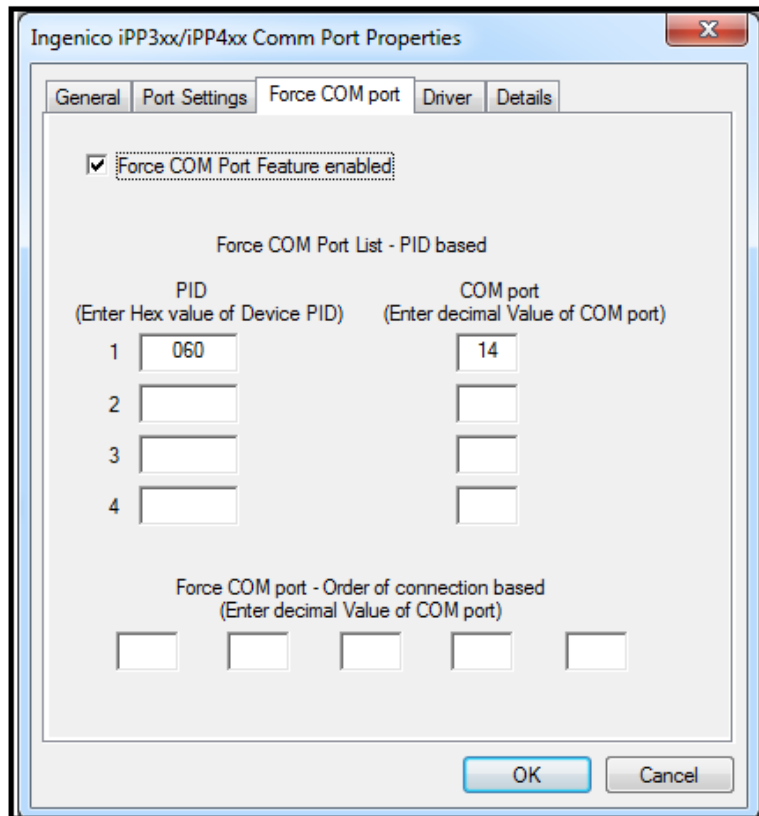
If you frequently unplug the PIN pad and plug it back in, the COM port may change, even if you are using the same physical USB port to connect the device.

To reconnect the device, you have various options:

- Use Device Manager to check the COM port number after plugging the device back in, then update the COM port in Heartland Peripheral Manager.
- In Portico VT, click **Admin > Settings > Hardware > PIN Pad**, then click **Check Connectivity**.
- Use the Force COM feature (only available for Ingenico iPP320 devices).

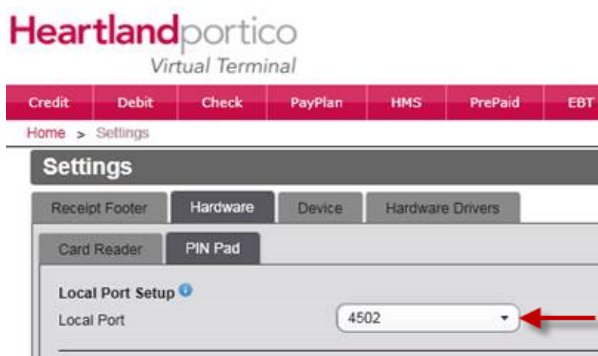
To use the Force COM feature:

1. In the Device Manager on the computer, go to **Ports** and right-click the IPP device.
2. Click **Properties > Force Comm** tab.
3. Click to check the **Force Com Port Feature Enabled** checkbox.
4. Type "060" in the **PID** box and the preferred Com Port in the **Com Port** box.
5. Click **OK**.



2.5.4 Local port consistency

The Local Port number in the Heartland Peripheral Manager must always match the Local Port in Portico VT. In VT, this is found under **Admin > Settings > Hardware > PIN Pad > Local Port**. If the value is changed in one location, it must be updated in the other as well. See the screenshots below.



Heartland | Peripheral Manager

Setup

Type:

COM Port:

Advanced Settings [Restore Defaults](#)

Baud Rate:

Parity:

Stop Bits:

Data Bits:

Local Port Settings

Local Port:

2.5.5 View/modify settings

If you need to view or modify the settings for the Heartland Peripheral Manager, right-click the Heartland Peripheral Manager icon in the system tray and click **Settings**. You may have to click the arrow to "show hidden icons" to see the Heartland Peripheral Manager icon.

2.5.6 Communicate with PIN pads

To be able to use PIN Pads with Portico VT, Heartland Peripheral Manager must be running. It is set to auto-start when the computer is turned on or when a user logs on. If you have any tools that disable automatic start-up, you will need to manually start the Heartland Peripheral Manager before logging in to Portico VT. Right-click the Heartland Peripheral Manager icon in the system tray and click **Start**. You may have to click the "show hidden icons" arrow to see the Heartland Peripheral Manager icon.

2.5.6.1 Check PIN pad connectivity

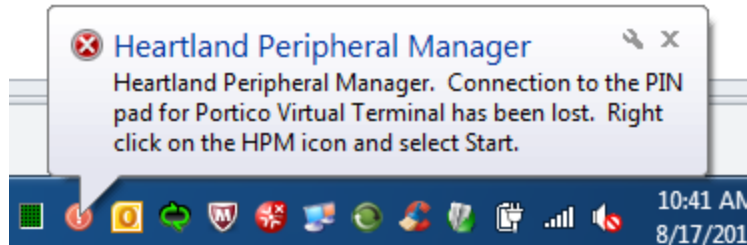
If you experience a problem with the PIN pad, you can check the device connectivity using Portico VT Online. Communication problems can occur if the device is disconnected and reconnected, or attached after login.

1. Ensure the device is connected to the computer.
2. Ensure the Heartland Peripheral Manager is running.
3. Log in to Portico VT Online.
4. Click **Admin > Settings > Hardware > PIN Pad**.
5. Click Check Connectivity.

Step Result: A message displays indicating that the connection is OK or that the PIN pad cannot be found. If the Heartland Peripheral Manager is running and the PIN pad is connected, close the browser, re-launch VT, and retry these steps.

2.5.6.2 Communication failure

If the Heartland Peripheral Manager cannot communicate with the PIN pad and the COM port connection is lost, the program will alert the user. A balloon message will display briefly:



Also, the application icon in the System Tray will change to display an exclamation mark .

Right-click the icon and click **Start** to re-establish communication.

Note: If the Heartland Peripheral Manager repeatedly shows the communication error:

1. In the System Tray, right-click the Heartland Peripheral Manager icon.
2. Click **Exit**.
3. Unplug the PIN pad.
4. Close VT (if running) and close the browser.
5. Connect PIN pad to a different COM Port. Use Device Manager to note the new COM port number (refer to PIN pad installation instructions for your device type as needed).
6. In the System Tray, right-click the Heartland Peripheral Manager icon.
7. Click **Settings**.
8. Update the COM port to the new number.
9. Click **Save**.
10. In the System Tray, right-click the Heartland Peripheral Manager icon.
11. Click **Start**.
12. Re-launch VT.

2.5.6.3 View error log

The Heartland Peripheral Manager tool has a menu option to send any errors that have been logged in instances where the Heartland Peripheral Manager was unable to communicate with the PIN pad. If continual communication problems occur, a Heartland representative will walk you through the steps to view and send this file.

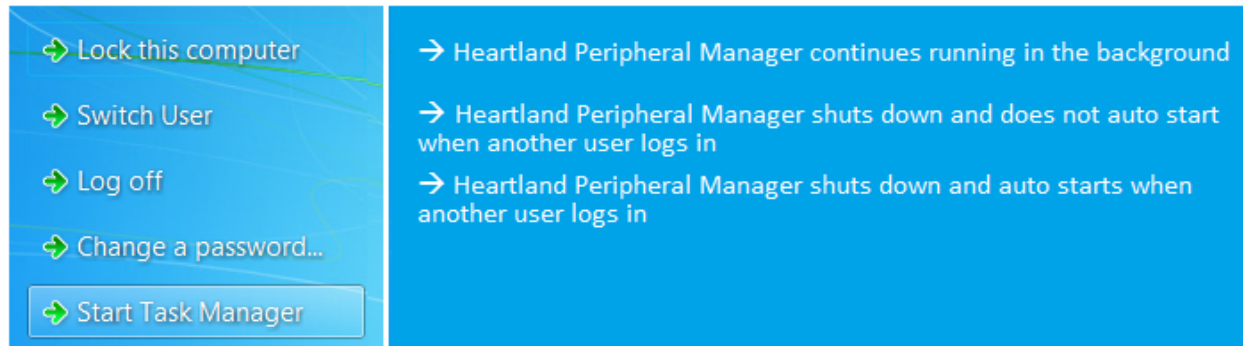
Note: This is unlikely, but this feature is provided to assist with troubleshooting.

2.5.7 Multiple users

If you have multiple users sharing a computer, each user will have their own instance of Heartland Peripheral Manager installed.

Heartland Peripheral Manager will auto-start when the computer starts or when a user logs in.

Windows allows the option to "Switch User". If this feature is used, the original user's Heartland Peripheral Manager is closed, but the new user will need to manually start the Heartland Peripheral Manager from the Start menu.



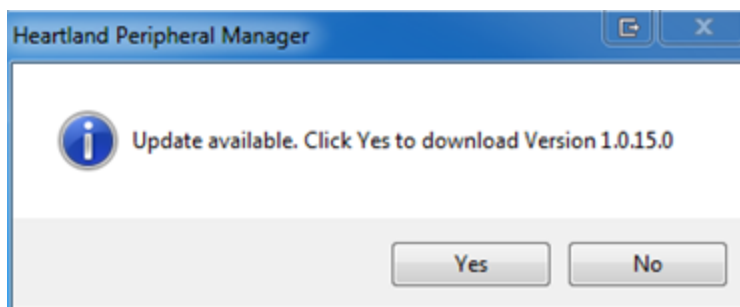
2.5.8 Link to VT Online

The Heartland Peripheral Manager has a link to the Portico VT Online URL. Right-click the Heartland Peripheral Manager icon in the system tray and click **Launch VT**. This will take you to the login page. You may have to click the "show hidden icons" arrow to see the Heartland Peripheral Manager icon.

2.5.9 Software updates

Occasionally, software updates for the Heartland Peripheral Manager may be made available. These are required updates. These should not be applied in the middle of a batch. It is recommended that any open batch be closed before applying updates.

Each user must download and install any updates. When updates are available, a notification will be displayed when you reboot your computer and/or when you exit and then restart the tool.



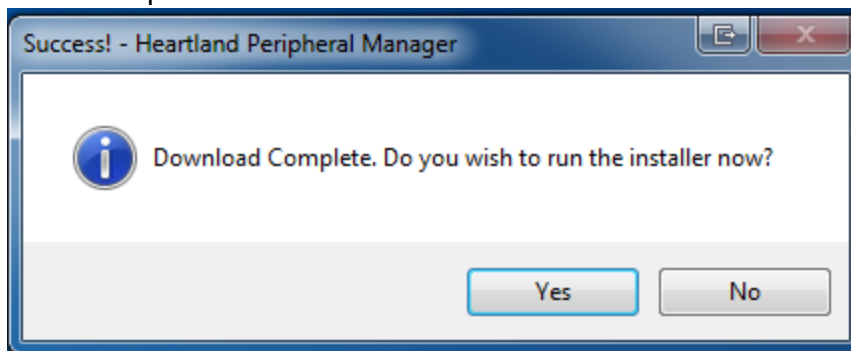
If you click **Yes**, you will be prompted to save the new .msi file. Go to step 5.

If you click **No**, the new file is not downloaded. To download the updates later:

1. Right-click on the Heartland Peripheral Manager icon.
2. Click About **Heartland Peripheral Manager**.
3. The page will indicate whether there is an updated version, with the option to download the file.



4. You can:
 - a. Click the **X** to close the dialog box.
Step Results: Heartland Peripheral Manager continues in the background; the new .msi file is not downloaded.
 - b. Click **Download Now**.
Step Results: You are prompted to save the new msi file.
5. Click **Save**.
Step Result: The file is downloaded. Note the location of the file download, or select a new location, if preferred. A dialog box will appear when the update is complete, with the option to install the update.



- a. Click **Yes**.
Step Result: The update will install. This may take a few minutes. Then Heartland Peripheral Manager is shut down and re-started. You may need to [check PIN pad connectivity](#) when the process is complete.
- b. Click **No**.
Step Result: Heartland Peripheral Manager continues in the background; updates are not applied. To install updates later, find the location where you downloaded the .msi file. Double-click the file name to install the updates.

2.6 Printers

2.6.1 Epson printer

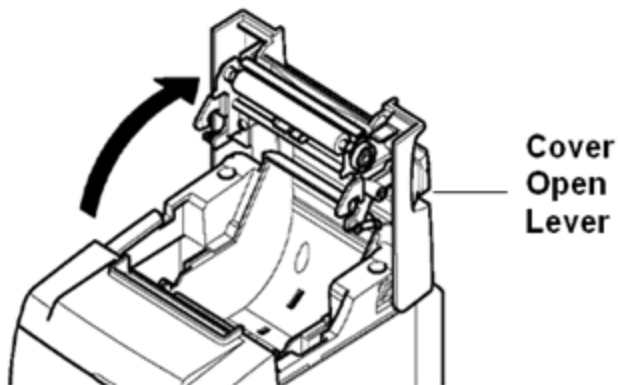
See [Install Windows drivers](#) for Epson printer driver installation.

2.6.2 Star printer

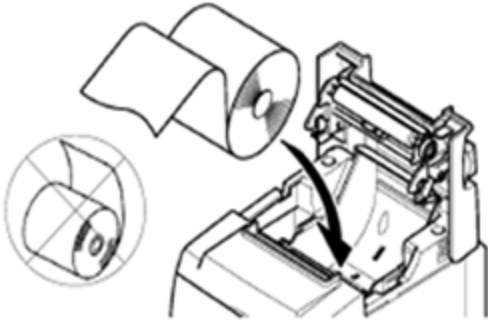
The Star TSP100 USB Receipt Printer is a versatile, innovative receipt printer. It supports Microsoft Vista and has the ability to auto-cut receipts. This receipt printer also comes with software that allows it to add images to receipts.

2.6.2.1 Install the Star printer

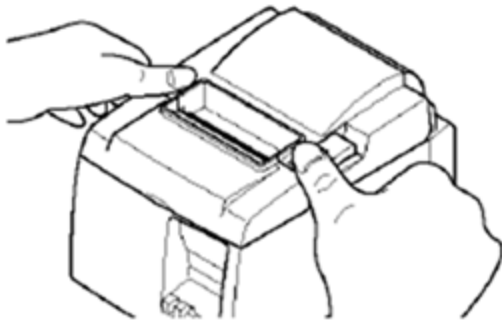
1. Make sure the printer is turned off.
2. Plug in the USB Cable to the printer. Do not plug in it to the computer at this time.
3. Plug in the required peripheral cable between the printer's peripheral connector and your computer. The peripheral cable must meet the requirements shown in the manufacturer's documentation. (The USB Cable is supplied with printer.)
4. Load the roll paper. Be sure to use roll paper that matches the printer's specification.
5. To open the printer's cover, press the cover open lever.



6. Properly orient the paper roll according the following figure.
7. Set the roll paper slot into the roll paper groove and then pull the leading edge of the paper toward the front of the printer, leaving some excess to hang over the front of the printer.



8. Close the printer's cover by pushing down on both sides. Make sure the cover is securely closed. Leave the excess roll paper for now. When the printer's power button is pressed, the paper is automatically cut.



9. Connect the USB cable from the printer to the computer.

2.6.2.2 Install Windows Vista drivers from CD

1. Insert the supplied CD-ROM (Drivers and Utilities for Windows) into the computer's CD-ROM drive.
2. If prompted, click **Allow**.
3. Click **Computer** from the **Start** menu.
4. Right-click on the CD ROM drive and click **Explore**.
5. Double-click the **Win2K_XP** folder.
6. Double-click **Setup**.
7. If prompted, click **Allow**.

Step Result: Installation begins and the TSP100 Setup window displays.

8. Click **Next**.

Step Result: The **Customer Information** screen displays.

9. Enter your name and the name of the organization.
10. Click **Next**.

Step Result: The **Setup Type** window displays.

11. Select **Typical** and click **Next**.

Step Result: The **Ready to Install the Program** window displays.

12. Click **Install**.
13. When the installation process is completed, click **Finish**.
14. Plug the TSP100 into a power outlet and an available USB port on your PC.
15. To turn on the printer, press the power switch.

Step Result: The **Found New Hardware** icon displays in your system tray. Windows installs the necessary software and indicates the printer is ready for use.

2.6.2.3 Install Windows Vista drivers from .zip file

To download the printer drivers for the Star printer from the Internet and then install them on your PC:

1. Plug the printer into USB port.
2. Go to the following website (also available from the [Hardware Device](#) tab):
<http://www.starmicronics.com/uploads/download%20files/TSP100%20Vista%20Support%20driver%203.0.zip>

Step Result: The **File Download** window displays.

3. Click **Open**.
4. Click **Extract all files** at the top of the page.
5. Click **Extract**.

Step Result: Extraction begins.

6. Double-click **setup**.
7. Click **Run**.
8. Click **Continue**.
9. Follow the instruction in the [Install Windows Vista Drivers from CD](#) to complete the task.

2.6.2.4 Set up the Star printer

1. Click **Printers and Faxes** from the **Start** menu.
2. Right-click the Star Micronics TSP 100 icon.
3. Select **Set as Default Printer**.
4. Click **Properties**.
5. Click **Devices**.
6. Click the + (plus sign) to expand the Installable Options.
7. Select **Partial Cut** from the **Document Cut Type** list.
8. Click **OK**.
9. Click **TSP Config**.
10. Click **Launch Configuration Application**.

Step Result: The **Select a Printer** window displays.

11. Click **Star Line Mode (default)** and **OK**.

Step Result: The **Select An Emulation** window displays.

12. Click **Star Line Mode (default)** and **OK**.

Step Result: The Star Micronics TSP 100 Configuration (Star Line Mode) window displays.

13. Use the following in **General Settings**:

- Zero Style: Standard (0) or Slashed Ø
- Line Spacing: 4mm adds 1 mm line between each line of characters: 3 mm omits any line spacing.
- Print Width: 72mm uses 4 mm left and right margins on 80 mm roll paper; 51mm uses 3.5 mm left and right margins on 58 mm roll paper.

14. Click **Apply Changes**.

2.6.2.5 Set up second copy printing

If applicable to your application, set up second copy printing of a receipt. This is done from the Star Printer Properties window (see the Setup in Heartland Portico section for instructions on opening the Properties window).

To set up second copy printing, from the **Star Printer Properties** window:

1. Click **Journal** in the list of choices displayed at the left of the window.
2. Click the **First Copy** tab.
3. Check **Automatic Multiple Copies** and **Enable**.

Step Result: An original receipt is created.

4. Click the **Second Copy** tab.
5. Check **Enable**.
6. Click **Apply Changes**.
7. Continue with the next step or click **Close**.

2.6.2.6 Set up receipt printing orientation

If applicable to your printer's orientation (wall mounted/vertical printing position) and desired; set up vertical printing. This is done from the Star Printer Properties window (see the Setup in Heartland Portico section for instructions on opening the Properties window).

To set up receipt printing orientation, from the Star Printer Properties window:

1. Click **Vertical Mount** in the list of choices displayed at the left of the window.
2. Check **Enable Vertical Mount Mode (reverse printing)**.
3. Click **Apply Changes**.
4. Click **Close**.

Note: You do not need to set up the margins in Heartland Portico if you already set them up.

2.6.2.7 Test the Star printer

1. Press the power button to turn off the printer.
2. Press and hold down the FEED button and press the power button to turn on the printer.
Step Result: The printer runs the test print according to the version number, DIP switch settings, and character order.
3. After the printer starts printing, release the FEED button.
Step Result: The printer returns to normal mode after the test.