Quick Start Guide
Lane Series

ingenico

GETTING STARTED

Set up your Lane unit in a convenient location close to a power source, an Ethernet socket, and the till you are connecting to.

CONNECTING LANE DEVICE AND MAGIC BOX

Connect the magic box using the cable attached to the Lane terminal at the back, as shown in the diagram.

To connect an Ethernet cable, connect one side to your Ethernet output or router and the other side to the ethernet socket on the Magic box.

Finally, connect the power supply unit into the power socket on your magic box and to the mains power. After a short initialisation process, the terminal will display READY or an idle logo.

Power In   *Ethernet*

SUPERVISOR PASSWORD

The default supervisor password is 01483. Please note: The terminal will require you to change this to a new code of your choosing before you can process any transactions.

MERCHANT NUMBER VALIDATION

⚠️ This feature is not available on all devices. If this screen does not appear then continue to use your terminal as normal.

Upon entering an amount for a transaction for the first time you will be asked to enter your merchant number. This is to ensure that your transactions are going to the right place by way of a simple check. If the screen displays "Merchant Number is not correct" then double check your Merchant Number and try again. If this continues please contact your Helpdesk as advised by your payment terminal provider.

LOCATION INFORMATION

In order to ensure that your information is captured and passed to your acquirer correctly it is important to check that your country and postcode are correct on your terminal. This will need updating if the location in which you are processing a transaction changes.

When the terminal is first installed it will download your country and postcode from our Terminal Management System. You can check this information and update it as needed by pressing 🔲 then selecting "Set Location" using ▲ and ▼, then ☑.

FUNCTION KEYS

Keypad Layout: Depending on the model of your terminal it may come with one of these two keypad layouts.

Arrow Keys: These keys are used to navigate up and down menu options on the screen.

Function Keys: These are assigned to the four keys at the top of the number pad (including arrow keys). The function keys may be used as shortcuts e.g., F1 to print duplicate receipt. Additionally, the function key at the bottom can be used to change various settings such as lower or upper case when typing.

Correction keys: When entering numbers or letters, ☐ deletes one character at a time; while ☒ deletes the entire line (this key also cancels transactions).

Confirmation key: ☑ This key is used to confirm anything that has been typed into the terminal.
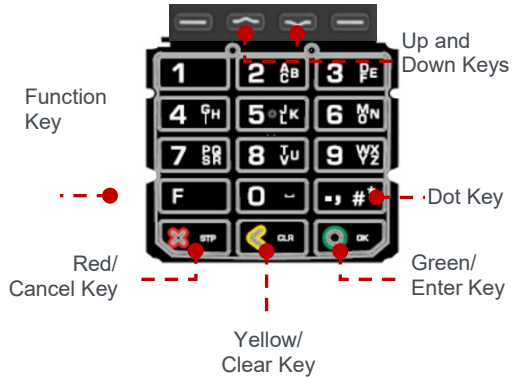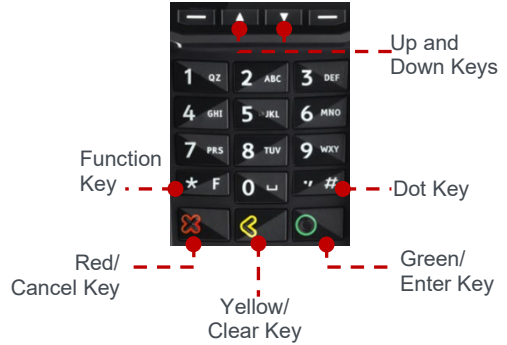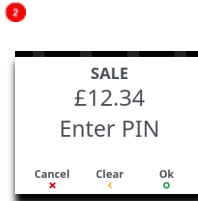
SALE TRANSACTION – CHIP & PIN/CONTACTLESS

Typically, you would start transactions for the Lane from the connected till. Once the Sale transaction has started follow the steps below
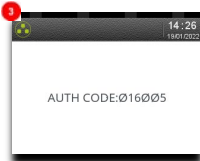
1

```
SALE
£12.34

Cancel
×
```

The cardholder can present their card or payment device against the contactless symbol on the printer cover.

Alternatively, they can insert their card into the terminal

2

```
SALE
£12.34
Enter PIN

Cancel    Clear    Ok
×         ◀        ○
```

If the card was inserted into the terminal the customer must enter their PIN code then press ⊙✓.

3

```
14:26
19/01/2022

AUTH CODE:Ø16ØØ5
```

The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an "AUTH CODE" will be shown.

4

```
14:26
19/01/2022

READY
```
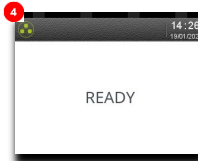
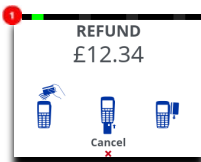Your till should now print the receipt and the Lane will return to the "READY" screen.

REFUND TRANSACTION – CHIP & PIN/CONTACTLESS

Typically, you would start transactions for the Lane from the connected till. Once the Refund transaction has started follow the steps below

1

```
REFUND
£12.34

Cancel
×
```

Prompt the customer to either insert, swipe, or tap their card against the reader.

2

```
14:26
19/01/2022

AUTH CODE:Ø16ØØ5
```
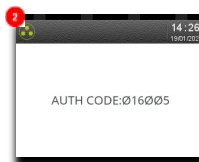
The terminal will now connect to the acquirer for authorisation.

If the refund is authorised, then "REFUND ACCEPTED" will be shown.

3

```
Printing
Please wait
```
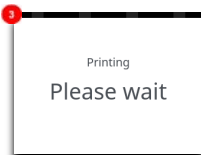
The till will now print the merchant copy which the customer must sign.

The customer will be prompted to remove their card.

4

```
SIGNATURE OK?

NO        YES
×         ○
```

Check the signature on the merchant copy against the signature on the card. If the signature is valid then choose "YES", otherwise choose "NO".

The till will then print the customer copy.

END OF DAY REPORTS
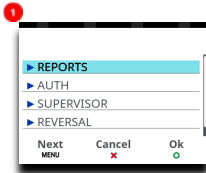
You can either access your end of day reports through your till, or if you don't have this functionality, you can do it from the terminal. To access the reports menu, press **F** twice, then select the "REPORTS" option. Enter the Supervisor password and press **ov** .
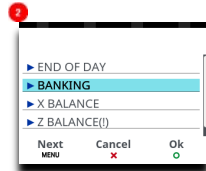
END OF DAY: One touch function that prints both the "Z REPORT" and the "BANKING" report. This **MUST** be done at the end of each day that you trade and retained for your records.

BANKING: Indicates total value of transactions that have been processed by the terminal and shows that the totals have been confirmed by the acquirer.

X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the "BANKING" report.

Z BALANCE(!): Exactly the same as the "X REPORT", except that the "Z REPORT" resets the totals, ready for the next day's trade.

TIPS AND ADVICE

REFERALS: If the terminal displays "CALL AUTH CENTRE" or "PLEASE WAIT" with a telephone number, then you must refer the transaction and phone for authorisation for that card.

PIN TRIES EXCEEDED: If the terminal displays this message, then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN if they know the PIN.

DUPLICATES: To print a duplicate of the last transaction processed press **F** three times, then select "DUPLICATE" and press **ov** .

FIREWALL: You may need to configure your firewall settings to ensure the appropriate IPs and Ports aren't blocked on your router. See the user guide for further details.

THE CHIP CARD READER
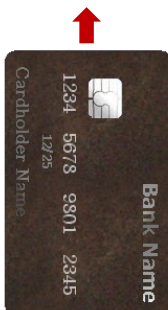
Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen.

If you see a "BAD READ" message, check the card orientation and try again. After three bad reads the terminal will prompt you to swipe the card.

DO NOT remove the card until instructed to do so by the terminal.

TRANSACTION RECEIPT – MERCHANT COPY (CHIP & PIN)

Merchant Name
Merchant Address 1
Merchant Address 2

Merchant ID ---- M:12345678
                 TID:22160000   S5 ---- Terminal ID / Sequence Number
                 SCH   ---- Scheme Reference ID
Transaction   ID:12345678901234567
Referencing ---- 89
                 WAITER:12345
                 TABLE:12345
                 HANDSET:01 ---- Card Issuer

Card AID & Label ---- VISA DEBIT
                      AID: A0000000031010
                      VISA DEBIT ---- Card Number

Card Details ----
EXP for Expiry Date   4444 3333 2222 1111
STT for Start Date   EXP 12/25
ISS for Issue Number STT 12/22 ---- Entry Method
                      ISS 1   ICC for Inserted Cards
Transaction Type ---- ICC   SWIPED for Swiped Cards
                                    KEYED for Keyed Cards
                                    CONTACTLESS for Contactless Cards
                      SALE
                      AMOUNT   £12.34
                      TOTAL   £12.34 ---- Successful PIN Entry

                      PIN VERIFIED
Date & Time ----   PLEASE   DEBIT   MY
Transaction Number ---- ACCOUNT ---- Auth Code

                      31/01/22 12:11
                      AUTH CODE: 123ABC
                      TXN 0004

                         MERCHANT COPY
                      PLEASE RETAIN RECEIPT

For further information on the terminal functions provided in this start guide please call Global Payments on 0345 702 3344*, selecting the option for 'Card Terminal Support', followed by the option for your terminal manufacturer.

GLOBAL PAYMENTS - USEFUL CONTACTS

24 Hour Auth Centre   0345 770 0600*
Helpdesk   0345 702 3344*
Tally Rolls   0345 702 3344*

Helpdesk Opening Hours
Monday-Saturday 8:00am - 11:00pm
Sunday 10:00am - 5:00pm
Bank Holidays 10:00am - 4:00pm

*If you have a speech or hearing impairment, you can call us using the Relay Service by dialling 18001 followed by the number you wish to call. Calls may be recorded. To help us continually improve on our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property.

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