



Overview

The Ingenico Lane/3000 is a customer-facing payment terminal device that supports MSR (magnetic stripe), EMV (chip), and NFC (contactless) payments. Connected to the cloud-based terminal service via a wired Ethernet connection, the device protects your transactions with a powerful combination of EMV technology and point-to-point encryption (P2PE), making each transaction secure and PCI compliant.

Setting up the Device

- Once your equipment is unboxed, plug the power supply connector into the jack on the Multipoint Interface Cable.
- Connect the Multipoint Interface Cable into the Multipoint Port on the underside of the terminal.
- Connect the other end of the Multipoint Interface Cable to an Ethernet port (router, modem, wall jack, etc.).
- Plug the power supply adapter into an available power outlet.

Connecting the Device

- Once power is supplied to the terminal, the initialization process begins.
- Once the terminal has successfully established its IP Address, it will attempt to call the terminal service.
 - If the connection is successful, the terminal device displays Connected.
 - If the connection is unsuccessful, the device displays Disconnected. Contact CardPointe support for assistance.
- Once Connected, the device is ready for use. The device may be left on indefinitely or may be disconnected from power as necessary.

Entering Text Using the Multi-Tap Method

Certain aspects of setup and configuration will require you to input characters using the keypad.

Each number key also represents a set of letters that can be entered with that key, if pressed more than once. The first key press will enter the number, while pressing the key multiple times will enter one of the letters associated with that number key.

For example:

Press 2 once to enter the number 2.

Press 2 twice to enter a lowercase a.

Press 2 three times to enter a lowercase b.



Press 2 four times to enter a lowercase c.
Press 2 five times to enter a capital A.
Press 2 six times to enter a capital B.
Press 2 seven times to enter a capital C.

Accessing and Navigating the Admin Menu

The Admin Menu provides you access to the Settings, Configuration, Change Menu Password, and Restart Terminal options.

Accessing the Menu

To access the Admin Menu, do the following:

- Press F and enter the default password of CCMerchant using the multi-tap method.
- Press O (green button) to confirm the password and access the Admin Menu.

Navigating the Menu

- Press the down arrow to scroll down.
- Press the up arrow to scroll up.
- Press O (green button) to select.
- Press < (yellow button) to clear.
- Press X (red button) to cancel or return to the main menu.

Changing the Admin Menu Password

To change the password for the Admin Menu, do the following:

- Access the Admin Menu.
- Press the down arrow to scroll down and press O (green button) to select Change Menu Password.
- Enter the new password using the multi-tap method and press O (green button) when finished.
- The device displays Menu password changed when complete.

As we don't have device, Press F and please ask them to type the below for Admin Menu password "CCMerchant".

- 2222222(2 7 Times C)
- 2222222 (2 7 Times C)
- 66666(6 5Times M)
- 333 (3 3Times e)
- 777(7 3 Times r)
- 2222(2 4 Times c)

- 444(4 3Times h)
- 22(2 2times a)
- 666(6 3times n)
- 88(8 2times t)
- Press O for confirm the password.

Setting a Static IP Address for Your Device

Setting a static IP address for your device is optional. Typically, the device is assigned an IP address automatically when connecting to a network. To manually set the network settings for the device, follow the steps below.

- Access the Admin Menu.
- Press the down arrow to scroll down and press O (green button) to select Configuration.
- Press the down arrow to scroll down and press O (green button) to select IP Settings.
- Press the down arrow to scroll down and press O (green button) to select Configure IP.
- Press the down arrow to scroll down and press O (green button) to select Static IP.
- Enter the static IP Address using the number pad and press O (green button).
- Enter the Network Mask using the number pad and press O (green button).
- Enter the Gateway Address using the number pad and press O (green button).
- Enter the DNS Address 1 using the number pad and press O (green button).
- Enter the DNS Address 2 using the number pad and press O (green button).
- The terminal displays Updating IP configuration and restarting terminal, then restarts to connect using the new static configuration.

Configuring the Device Beep Settings

To experiment with the volume, pitch, and duration of the beep heard when using the device, you can temporarily adjust these settings from the Beep menu.

- Access the Admin Menu.
- Press O (green button) to select Settings.
- Press F2 to scroll down and press O (green button) to select Beep.
- Use the number pad to enter a value for Frequency (Hz) and press the down arrow to scroll down and enter values for Volume, Time On (ms), and Time Off (ms).
- Press O (green button) when finished.
- The terminal displays Beep parameters have been updated and beeps several times to confirm the new settings.

Checking Your Device's Firmware Version

- Access the Admin Menu.
- Press O (green button) to select Settings in the menu list.
- Press O (green button) to select Version in the Settings menu.
- The current firmware version installed is displayed on the screen. Press X (red button) to return to the previous menu.

Troubleshooting

The following topics provide information for troubleshooting your terminal.

➤ Restart Your Terminal

You can restart your terminal using either of the following methods:

- To perform a soft reboot, Access the Admin Menu and select the Restart Terminal option.
- To perform a hard reboot, press and hold the .,#* key and < (yellow key) simultaneously until the device powers off.

➤ Device Disconnected

- Verify that you are using the provided multi-point mono connector (Ethernet) cable and power supply. The power supply plugs into the splitter on the Ingenico multi-point mono connector cable.
- Verify that the Ethernet jack on the multi-point mono connector cable is plugged securely into your router, modem, networking switch, or Ethernet wall jack.
- Verify that your device was obtained from the CardPointe shop, or your software provider.
- Consult with your IT administrator to verify that the Ethernet port being used has access to the Internet, and that your internal network allows CardPointe Integrated Terminal connections. This will ensure that a firewall is not blocking the connection.

➤ Device Connected but Unable to Connect to Application

- Confirm with your software provider that the device configuration is correctly set within your application.
- If the device configuration is set correctly, contact CardPointe Support for assistance.



➤ **Device Restarting Unexpectedly**

The most common cause for a device restarting during the day is the result of an inaccurate time setting on the device. Devices are configured to automatically restart at 4 AM local time. To update your time settings, follow the steps below.

- Access the CardPointe Integrated Terminal menu.
- Scroll down to Date and Time.
- Press O (green button) to access Date and Time settings.
- Enter the current date using the device number pad.
- Scroll down to the time.
- Enter the current time in 24-hour format, using the device number pad.
- Press O (green button) to save your settings.

➤ **PPS - 21 Invalid Merchant Error**

If you experience a PPS - 21 Invalid Merchant error on the terminal, contact Merchant Support for assistance.