nets

Desk/3500
Move/3500
Lane/3000

Payment Terminals

Quick Guide Viking software

Also download the
MyPayments app!

Get Started

This is a Quick Guide. A comprehensive User Guide can be found on the Nets website: https://www.nets.eu/en/payments/customerservice/.

Prior to using the product for the first time, manual reconciliation must be performed on the terminals.

NB: Reconciliation of one terminal reconciles all the terminals under the same Merchant Number.

For more information on Reconciliation, please consult the User Guide referenced above.

Perform Manual Reconciliation

1. Press **MENU**.

2. Press **6** or scroll down (using the arrow key) to **Reconciliation**, then press **OK**.

3. The terminal prints out a receipt showing the number of transactions per card type and amount. If the terminal is integrated, a reconciliation receipt is printed out via the ECR system.

NB: The above images are for instructional purposes only. Actual products may vary.

Terminal maintenance

To avoid damaging the payment terminal, it is important that the below cleaning advice is followed. Damage caused to a terminal through an incorrect cleaning method is not covered by warranty.

Please use the following methods to clean the various parts of the payment terminal:

Keypad: Gently wipe with a soft, dry cloth slightly impregnated with 70% isopropyl alcohol.

Display screen: Gently wipe with a soft, damp cloth slightly impregnated with soap.

Casing: Gently wipe with a soft, damp cloth slightly impregnated with soap.

To avoid damaging electrical components, it is important not to spray any cleaning agent directly onto the terminal. When cleaning, a functional problem or tamper alert may be triggered if too much liquid is used i.e. if liquid seeps inside the terminal.

70% isopropyl alcohol may be used on the keypad only. It should be applied via a soft cloth. Wiping should be done gently. Excessive wiping of the keypad may cause cosmetic damage over time.

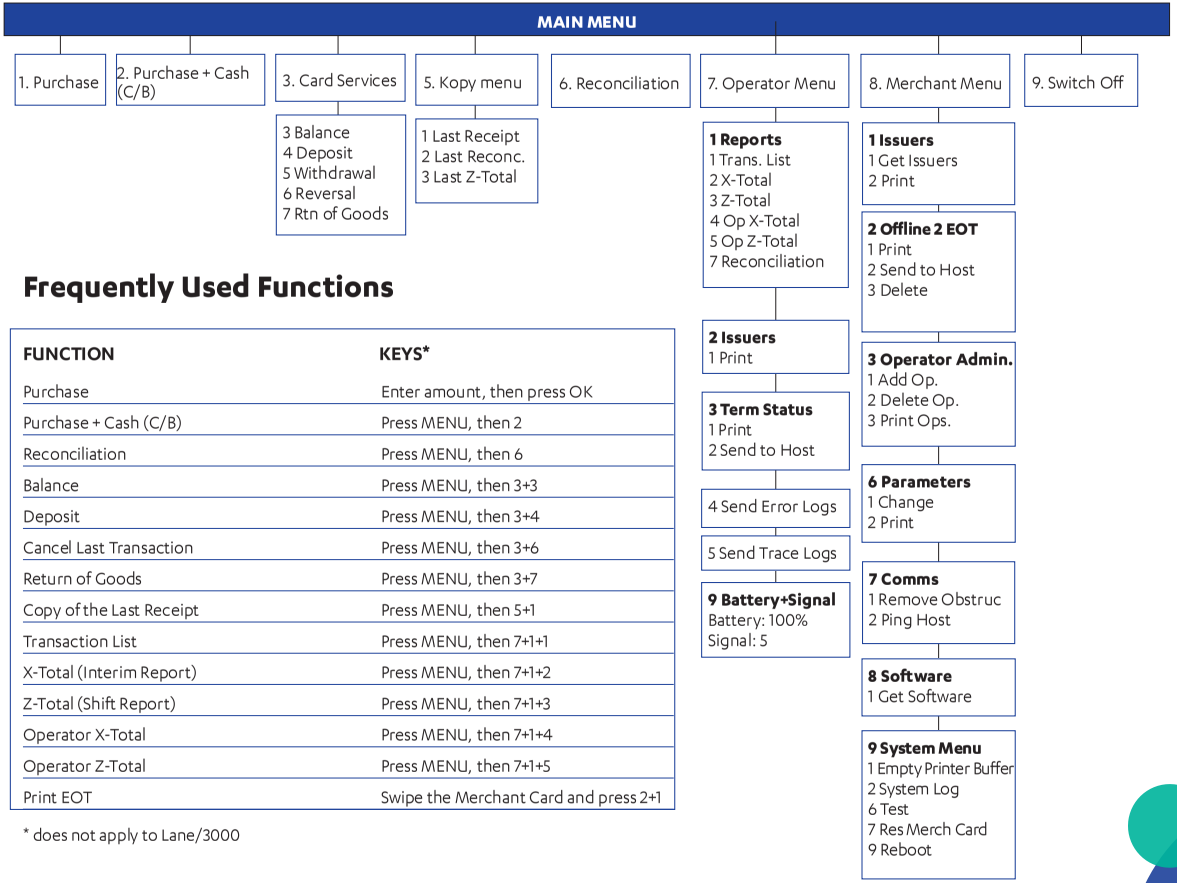
70% isopropyl alcohol must not be used on the display screen or casing. These components may only be cleaned with a soft, damp cloth that is slightly impregnated with soap.

The following products must not be used on any part of the terminal: solvents, bleach, hydrogen peroxide, thinner, trichloroethylene or ketone-based solvents, glycol ether or thymol-based agents, detergents or abrasive products.

Regular cleaning of the terminal will not completely remove the risk of virus infection. Good hand hygiene following shop visits is recommended. **Contactless payment, whenever possible, is advised.**

It is not recommended to use overlays on the terminal e.g. covering the terminal with clear plastic bags or plastic film. The Payment Card Industry Security Standards Council (PCI SSC) does not endorse the use of overlays, as doing so can interfere with the entering of payment card/PIN data: https://blog.pcisecuritystandards.org/maintaining-pos-device-security-and-cleanliness

Menu Structure on Payment Terminals



Frequently Used Functions

FUNCTION	KEYS*
Purchase	Enter amount, then press OK
Purchase + Cash (C/B)	Press MENU, then 2
Reconciliation	Press MENU, then 6
Balance	Press MENU, then 3+3
Deposit	Press MENU, then 3+4
Cancel Last Transaction	Press MENU, then 3+6
Return of Goods	Press MENU, then 3+7
Copy of the Last Receipt	Press MENU, then 5+1
Transaction List	Press MENU, then 7+1+1
X-Total (Interim Report)	Press MENU, then 7+1+2
Z-Total (Shift Report)	Press MENU, then 7+1+3
Operator X-Total	Press MENU, then 7+1+4
Operator Z-Total	Press MENU, then 7+1+5
Print EOT	Swipe the Merchant Card and press 2+1

* does not apply to Lane/3000

Terminals & Accessories

Each terminal is delivered with the following corresponding accessories:

Desk/3500

- Power supply cable (with MagicBox)
- Integration cable
- Receipt roll
- Merchant card

Contactless reader

Magnetic Stripe Reader

Navigation keys (F1, F3, F2, F4)

MENU key

Dot key (press Dot key plus F3 or F2 to increase/decrease screen contrast)

CANCEL (red)

VALIDATION key (green)

Chip reader

CLEAR (yellow) / feed paper (long press)

Move/3500

- Power supply cable
- Charging unit/base station
- Battery
- Network cable (BT)
- Receipt roll
- Merchant card

Contactless reader

Magnetic stripe reader

Navigation keys (F1, F3, F2, F4)

MENU key

CANCEL (red)

CLEAR (yellow)

Feed paper

VALIDATION key (green)

Chip reader

Lane/3000

- Power supply cable (applicable for Ethernet, RS232 and, in some cases, USB connections)
- Integration cable
- Merchant card

Wi-Fi Set-Up for Move/3500

1. Press F1

2. Swipe the Merchant Card

3. Select **Control Panel**

4. Select **Terminal Settings**

5. Select **Comm Means**

6. Select **Wifi**, followed by **Enable**

7. Scan the Network and select the available network

8. Enter your password using the up/down buttons on the terminal (use F1 and F4 for side navigation)

9. Select OK (green key)

Result: The new profile is now connected. Go to Status Option to verify that the status shows Connected.

Using the Shortcut Menu

1. Press the Down key

2. Select the **Wifi** setting

3. Swipe the Merchant Card

4. Select **Terminal Settings**

5. Select **Comm Means**

6. Select **Wifi**, followed by **Enable**

7. Scan the Network and select the available network

8. Enter your password using the up/down buttons on the terminal (use F1 and F4 for side navigation)

9. Select OK (green key)