Payment Terminals

User Guide (OnePA software)

Models included:

iCT250E
iWL250 3G
SPg7 Mobile
SPc5 Countertop
Lane/3000
Lane/5000

nets

Table of Contents

Introduction

Thank you for choosing Nets Merchant Services as your payment terminal provider.

The terminals we can offer you will ensure simple usage combined with fast and secure payment handling. Please read through this user manual to ensure you get the best possible answers when installing, operating and maintaining your payment terminal.

This guide contains step-by-step guides on how to install terminals, what services are available and how you may run all the different transaction types we offer.

If any additional information is needed, please do not hesitate to contact our 24/7 helpdesk or visit our webpages for more information:

nets.fi/tuki
nets.no/payments/support
nets.dk/payments/support
nets.se/payments/support

Getting started

What's in the box
The following equipment is delivered with the terminal:

iCT250E

Power cable
Ethernet cable RJ9
to RJ45
Receipt roll
Quick guide

iWL250 3G

Power cable
Charging unit
Receipt roll
Quick guide
SIM card*

SPg7 Mobile

Power cable
Quick guide
Receipt roll
SIM card*

SPc5 Countertop

Power cable
Ethernet cable
Quick guide
Receipt roll

* SIM cards are supplied by Nets unless otherwise agreed.

Lane 5000

Power cable
Integration cable
Quick guide

Lane 3000

Power cable
Integration cable
Quick guide

Please refer to Nets webshop for the complete overview of all available accessories per terminal model.

Nets Ingenico terminal range

iCT250E – Terminal

Navigation keys to scroll up and down in menus

Used to enter main menu

Cancels the operation and returns to main menu

Correct incorrect key entry or return to previous menu

Confirm entry or menu selection

iWL250 3G – Terminal overview

Navigation keys to scroll up and down in menus

Used to enter main menu

Cancels the operation and returns to main menu

Correct incorrect key entry or return to previous menu

Confirm entry or menu selection
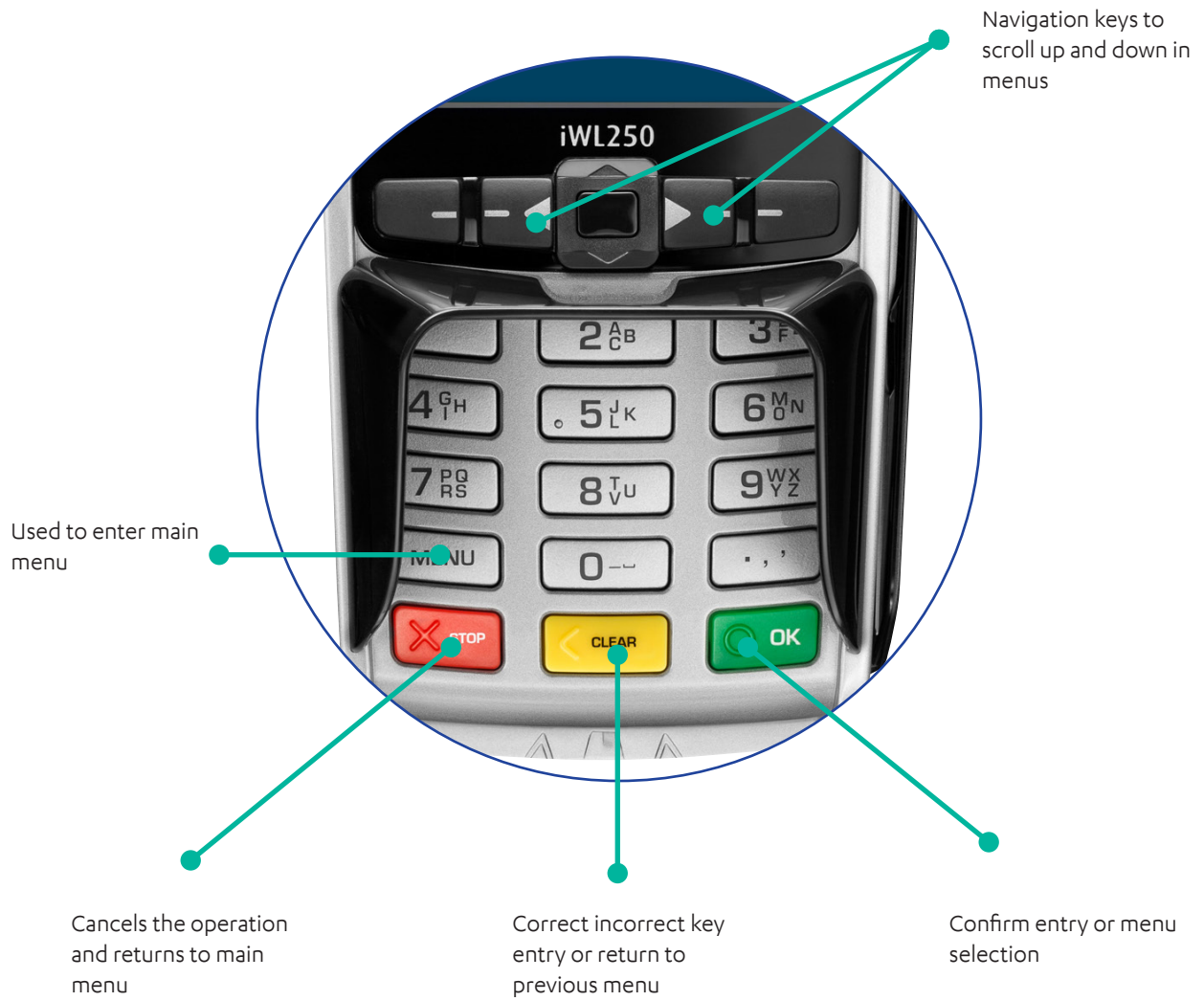
Inserting a receipt roll – iCT250E and iWL250 3G

Nets recommends only using receipt rolls suitable for the terminal.

Lift the flap in the direction of the arrow.

Then slide the cover downwards in the direction of the arrow to open it.

Insert the roll in the terminal as shown. Then close the cover again in the direction of the arrow. Approx. 5 cm. of the roll should stick out when the cover is closed. The receipt printer is now ready for use.

Installing iCT250E with a network connection

Open the cable cover by pressing the clips upwards.

Lift the cover in the direction of the arrow.

When the cover has been removed, connect the terminal power cable (1) and Ethernet cable (2).

To close the cover again replace the top part, first ensuring that the cover clips are in place on the terminal. Then press the cover down towards the back of the terminal.

Installing iWL250 3G

To install and charge an iWL250 terminal, do the following:

Connect the power cable to the base station.
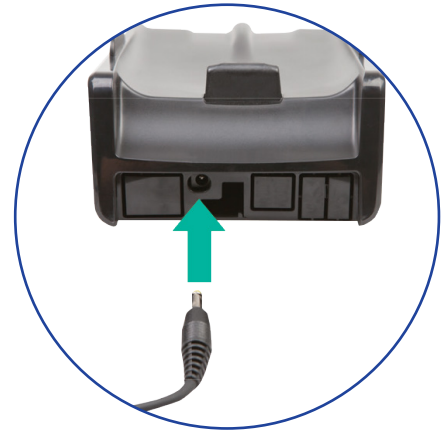
Place the terminal on the base station.
The terminal will connect and is then ready for use.

Installing a SIM card in iWL250 3G

If iWL250 3G is not supplied with a SIM card already installed, do the following to insert a SIM card:

Open the backside cover by pressing the clips downwards.

Insert the SIM card under the flasp labelled "SIM".

LANE 5000 – Terminal overview

Menu navigation
on touchscreen

Used to enter main
menu

Cancel the operation
and return to the main
menu

Correct incorrect key
entry or return to previ-
ous menu

Confirm entry

Installing a Lane 5000 terminal

Lane 5000 is integrated with an ECR system using an Ethernet integration cable. Please contact to your ECR supplier for guidance on how to perform correct configuration and installation.

LANE 3000 – Terminal overview

Navigation keys to scroll up and down in menus

Used to enter main menu

Cancel the operation and return to the main menu

Correct incorrect key entry or return to previous menu

Confirm entry

Installing a Lane 3000 terminal

Lane 3000 is integrated with an ECR system using an Ethernet integration cable. Please contact to your ECR supplier for guidance on how to perform correct configuration and installation.

Nets Spire terminal range

SPc5 – Terminal overview

Four status LEDs

Colour display
Displays merchant menu system and transaction progress

Power button
Press button to turn the terminal on

USB port
For connecting peripheral equipment

Navigation keys to scroll up and down in menus

Used to enter main menu

Chip card reader
Use when the cardholder presents a chip card

Keypad
For merchants & cardholder data entry

SIM/SAM compartment
Please do not open unless instructed

Serrated paper cutter
Receipts will emerge from this slot and can be removed by pulling across the serrated cutter

Paper roll compartment

Power supply socket
This is where the power supply plugs into the terminal

Terminal connections
This is where the PIN Pad, telephone line, network and serial cables attach

Cable tidy
A removable clamp keeps cables in place & prevents disconnection

Swipe card reader
Use when the cardholder presents a debit or credit card without a Chip or when prompted by the terminal

SPg7 – Terminal overview

Four status LEDs

Colour display
Displays merchant menu system and transaction progress

USB port
For connecting peripheral equipment

Navigation keys to scroll up and down in menus

Used to enter main menu

Chip card reader
Use when the cardholder presents a chip card

Keypad
For merchants & cardholder data entry

Serrated paper cutter
Receipts will emerge from this slot and can be removed by pulling across the serrated cutter

Paper roll compartment
Power button

Press button to turn the terminal on

Swipe card reader
Use when the cardholder presents a debit or credit card without a Chip or when prompted by the terminal

Battery compartment

Inserting a receipt roll for Spire SPc5 and SPg7 terminals

With the terminal facing up, gently pull upwards on the lever located in the middle of the printer door

Discard any packaging on the printer roll and fit the roll as shown. The correct orientation of the paper is important, it will not print if inserted the wrong way
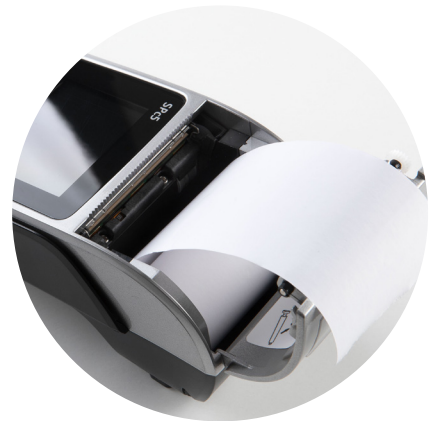
Close the printer door, an audible 'click' should be heard when it is closed properly. Tear off the excess paper by pulling it towards you, using the serrated edge to get a clean cut

Installing a Spire SPc5 Countertop terminal

To remove the back cover, place the terminal face down on a flat surface, push the two tabs upward and remove the rear cover

Thread the black power supply cable into the recess on the right (1) and connect the network cable into the LAN port (2) on the back of the terminal.

Replace the back cover and press down until you hear an audible 'click'. Then connect power cable to wall socket and network cable to your internet connection point

Installing a Spire SPg7 Mobile terminal

Place the terminal face down on a flat surface and remove the battery cover by applying pressure on the tab and pulling upward
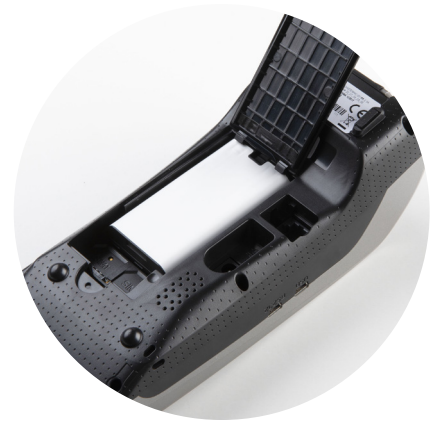
If SIM card is not supplied by Nets, please insert the SIM card into the socket labelled SIM1. Remove any packaging from the battery and insert it into the terminal as shown

Replace the lid and press down until it 'clicks'

Quick menu

Ingenico terminals has a menu key, the Spire terminals has a *key which serves same purpose. Follow the description below for quick navigation to basic features. For example you can initiate the reconciliation functionality by pressing the menu key and the numerical key 6 instead of using the arrow keys and the OK button to start the same feature.

Function	Keys		
Purchase	Start entering the amount directly from idle		
Cashback	Press MENU – 2	or	* – 2
Cancel latest transaction	Press MENU – 3 – 1	or	* – 3 – 1
Refund	Press MENU – 3 – 2	or	* – 3 – 2
Copy of latest transaction	Press MENU – 5 – 2	or	* – 5 – 2
Copy of latest approved	Press MENU – 5 – 1	or	* – 5 – 1
Copy of latest reconciliation	Press MENU – 5 – 3	or	* – 5 – 3
Transaction list	Press MENU – 8 – 3	or	* – 8 – 3
Print X-total report	Press MENU – 8 – 1	or	* – 8 – 1
Print Z-total report	Press MENU – 8 – 2	or	* – 8 – 2
Print terminal settings	Press MENU – 0 – 8	or	* – 0 – 8
Send stored transactions	Press MENU – 7 – 1	or	* – 7 – 1
Print stored transactions	Press MENU – 7 – 2	or	* – 7 – 2
Check for updates	Press MENU – 0 – 2	or	* – 0 – 2
Force offline	Press MENU – 4 – 1	or	* – 4 – 1

Terminal menu structure

Main menu	Sub menu	Sub menu	Sub menu
1 Purchase			
2 Cashback			
3 Refunds	1 Reversal		
	2 Refund		
4 Other transactions	1 Force offline		
5 Receipt Copies	1 Latest approved		
	2 Latest transaction		
	3 Latest reconciliation		
	4 Latest X report		
	5 Latest Z report		
6 Reconciliation			
7 Offline transactions	1 Send now		
	2 Print		
8 Reports	1 X total		
	2 Z total		
	3 Transaction list	1 Current session	
		2 Previous session	
0 Settings	1 Properties	1 Tipping	1 Off
			2 By total amount
			3 By tip amount
		2 Receipt printing	1 Paper saving
			2 Ask to print
			3 Always print
		3 Amount entry mode	1 Start with Euros
			2 Start with Cents
		4 IFR priority	1 National
			2 International
			3 None
		8 Reboot time	
		9 Double charging	1 Off
			2 Warn
			3 Block
	2 Check for updates		
	3 Access control	1 Change security code	
		2 Reconciliation	1 Not restricted
			2 Restricted
		4 Settings	1 Not restricted
			2 Restricted
		5 Main menu	1 Not restricted
			2 Restricted
	4 Communication	1 Host	1 Host IP
			2 Host port
			5 Ping TMS
			7 Delete blocking trans.
		2 Ethernet	1 DHCP
			2 Static IP
		3 GPRS	1 GPRS APN
			2 GPRS PIN
		4 ECR	1 ECR integration
			2 ECR IP address
			3 ECR Port
	5 Sound volume	1 Quiet	
		2 Normal	
		3 Loud	
	8 Configuration info		

Header icons

When the terminal is not in use (idle) it will show the Nets logo and the Welcome text toggling on screen. Above the logo and the Welcome text you will see a header that may contain a number of different icons that indicate different statuses on the terminal.

Inside the red box is where you will find the header icons. This is an example of content in the header for an ECR integrated terminal with ethernet connected.

List of header icons and their meaning

	The paper clip indicates that there are offline transactions stored in the terminal.
	This symbol indicates that something is wrong with the sim-card for mobile terminals. There will be a text underneath showing what the problem is.
	The battery icon tells you how much battery is left and if it is currently charging. If the exclamation mark is showing, the battery is missing from the terminal.
	The signal strength icon shows you how strong the wireless network signal is. If it is flashing, there is no network detected.
	The ethernet connection icon shows you whether or not the network connection between terminal and router is ok.
GPRS 3G	This text will indicate whether the terminal is using 3G or GPRS network to communicate.
	This icon represents the ECR connection status. If ok, it is all white, if not okay, it will be grey with a white X.

Terminal features – Daily operation

Manual reconciliation

The end-of-day reconciliation gives you a report of all card transactions made after the last reconciliation. It also sends the transactions to acquiring to be settled, so if a reconciliation is not made, the transactions won't go forward to be settled on your bank account. We set an automatic end-of-day reconciliation time to a terminal by default. It can also be done manually (instructions below). If you don't want the terminal to do the reconciliation automatically, you can contact our customer service, and then use the manual reconciliation.

Please note, that if you have more than one terminals in your site, only one of them needs to do the reconciliation. The automatic reconciliation time is set to a single terminal on a site, and the end-of-day reconciliation report will include transactions from all terminals on a site.

Do a manual reconciliation first when you start using your new terminal.

If you haven't reconciled your terminal at least once in the last 7 days, it may stop working with the response code 87. In order to make it work again, perform the procedure described below.

Press the menu key
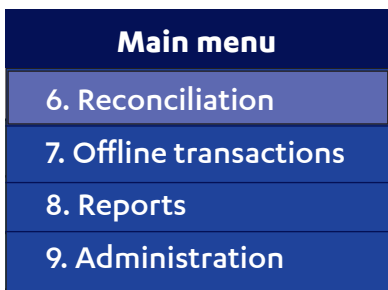
Press 6 or scroll down using the arrow key to Reconciliation and press OK
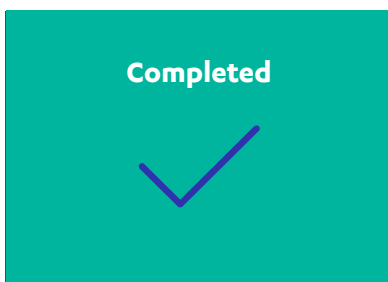
When the terminal is done processing the reconciliation it will print a receipt with the data of the transactions processed in the session since previous reconciliation

Purchase

Press the menu key and 1 or start keying the amount directly
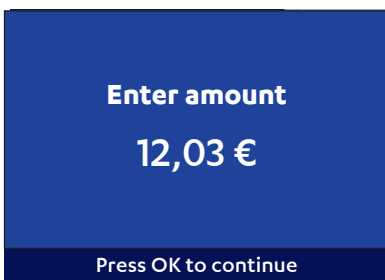
nets

Enter amount

12,03 €

Press OK to continue

When the amount is entered correctly, press OK to continue

| Purchase | 12,03 € |

Present card

Ask the customer to swipe, insert or tap a contactless card

| Please try again | 12,03 € |

Enter PIN

Hide your pin entry

The customer is asked to enter PIN. Press OK to continue

Approved

Print customer receipt?
Press OK to confirm
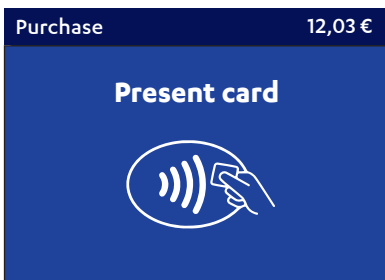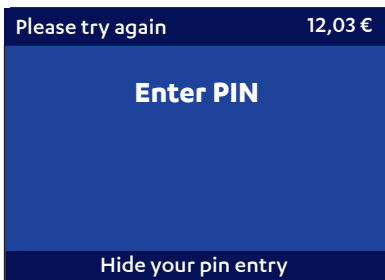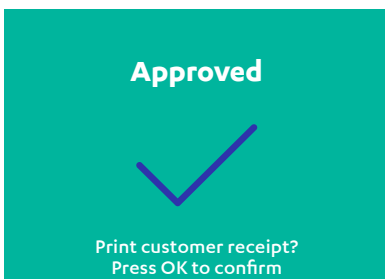
The transaction status is shown with a green or red background to indicate whether or not it is approved

Copy of the last approved transaction receipt

Press the menu key

Main menu

1. Purchase
3. Refunds
5. Receipt copy
6. Reconciliation

Press 5 or scroll down using the arrow key to Receipt copy and press OK

Main menu
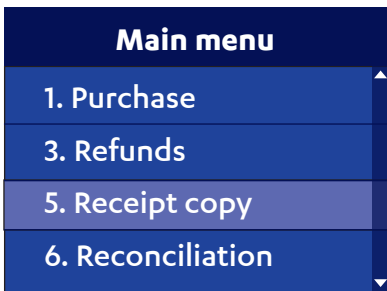
1. Latest approved
2. Latest transactions
3. Latest reconciliation
4. Latest X report
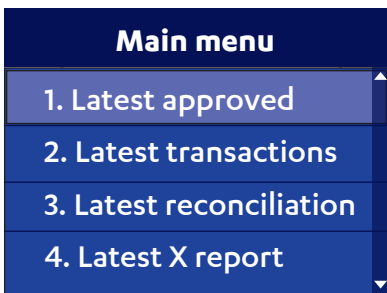
Press 1 or scroll down to Latest approved and press OK. The terminal will now print the last receipt with an approved transaction result.

Copy of the last transaction receipt
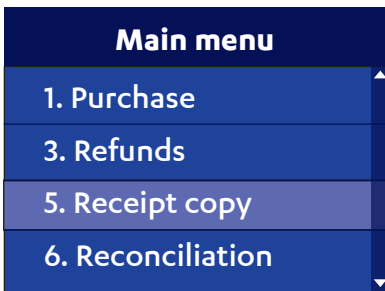
Press the menu key

Main menu

1. Purchase
3. Refunds
5. Receipt copy
6. Reconciliation

Press 5 or scroll down using the arrow key to Receipt copy and press OK

Main menu

1. Latest approved
2. Latest transactions
3. Latest reconciliation
4. Latest X report
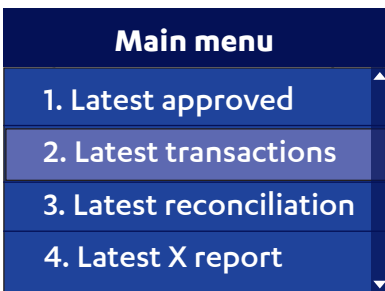
Press 2 or scroll down using the arrow key to 'Latest transaction' and press OK
This function will print a copy of the last receipt, regardless of the transaction result

Reversal (cancellation) of the last transaction

Reversal transaction type is used to ensure that the merchant can reverse the previous transaction in its entirety. If you want to reverse a partial amount, see next chapter for refund transaction type.

Press the menu key

Main menu

1. Purchase
3. Refunds
5. Receipt copy
6. Reconciliation

Press 3 or scroll down using the arrow key to 'Refunds' and press OK
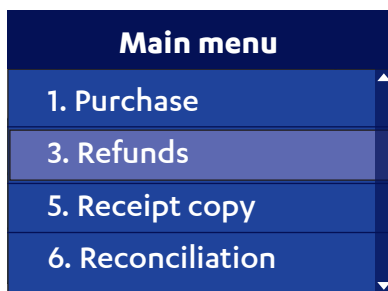
Refunds

1. Reversal
3. Refund

Press 1 or select 'Reversal' and press OK

Confirm reversal

5,55 €
12.12.2022   11:37:33
476173******0036

NO   YES

Verify that the amount, time stamp and truncated card number matches with the approved transaction you are trying to reverse and press OK/ Yes to continue processing the reversal

Reversal completed

Tear off receipt
Press OK to continue
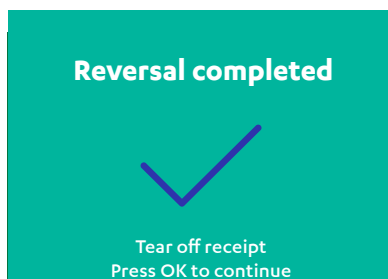
The terminal will present reversal completed result.

Refund (Return of goods)

Used when goods that have been paid for with a card are returned. Make sure you have an agreement with your acquirer to process refunds

nets

Main menu

1. Purchase
2. Cashback
3. Refunds
6. Other transactions
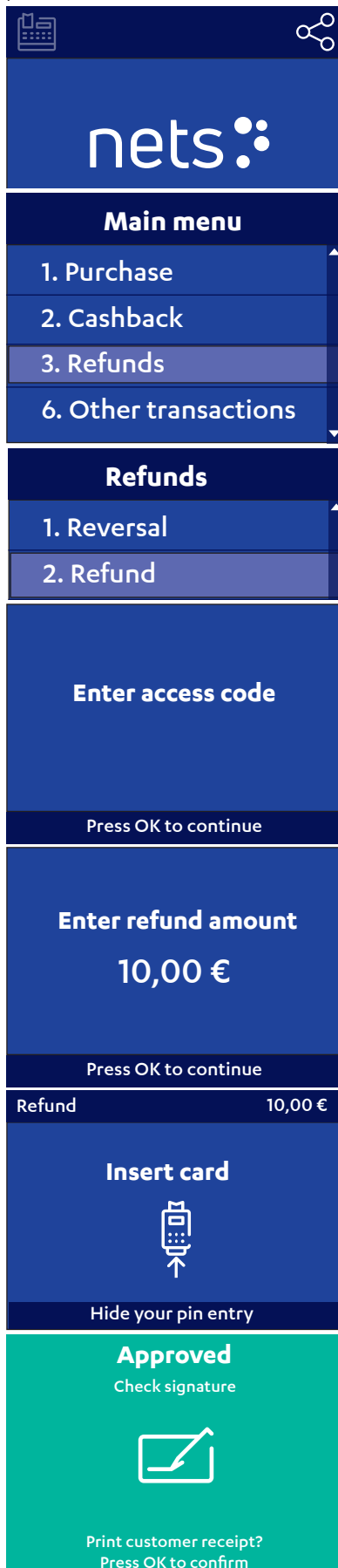
Press the menu key

Press 3 or scroll down using the arrow key to Refunds and press OK

Refunds

1. Reversal
2. Refund

Press 2 or scroll down using the arrow key to Refund and press OK

Enter access code

Press OK to continue

Enter your Access Code and press OK to continue.

Enter refund amount

10,00 €

Press OK to continue

Key in the amount you want to refund to the customer's card and press OK to continue

Refund   10,00 €

Insert card

Hide your pin entry

Ask the customer to insert or tap card on terminal

Approved

Check signature

Print customer receipt?
Press OK to confirm

Terminal will approve the transaction and ask for the receipt to be signed by merchant

Purchase with tipping

Tips is an optional service. Contact our customer services in order to gain access to it. Tipping can be used in two different ways:

- Customer enters the tip amount directly on the terminal
- Customer enters the new total amount including tips directly on the terminal
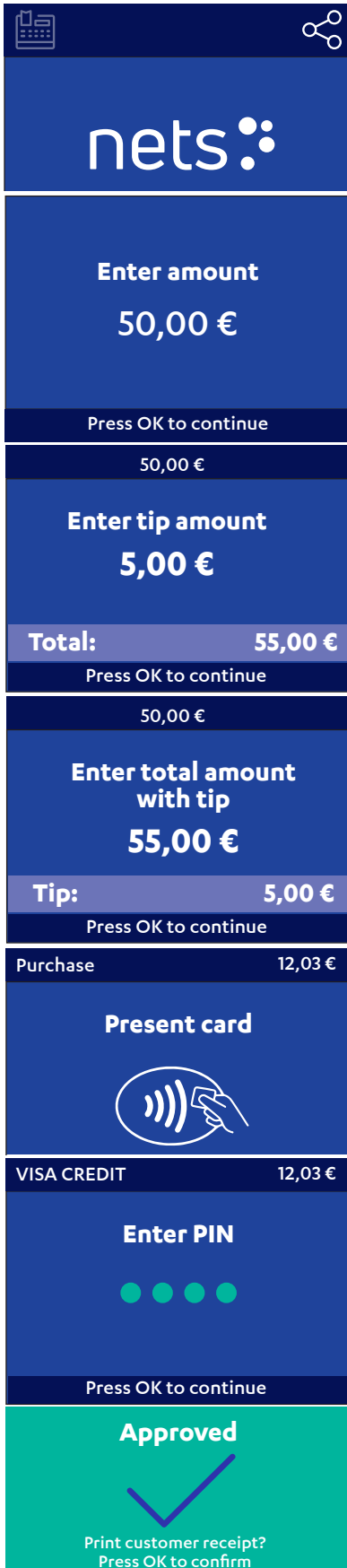
nets

Enter amount

50,00 €

Press OK to continue

Press the menu key or start keying the amount directly

50,00 €

Enter tip amount

5,00 €

Total: **55,00 €**

Press OK to continue

When the amount you want to charge is entered, press OK to continue

50,00 €

Enter total amount with tip

55,00 €

Tip: **5,00 €**

Press OK to continue

Tip amount entry: This mode is standard in most countries and the customer will key in the desired tip amount and the total amount will change accordingly. It is okay to proceed without adding tip by just pressing OK.

Purchase 12,03 €

Present card

VISA CREDIT 12,03 €

Enter PIN

● ● ● ●

Press OK to continue

Total amount entry: This mode is for Norway only and it will allow for the customer to key in a new total amount. The difference between original amount and new amount is the tip amount. It is okay to proceed without adding tip by just pressing OK.

Ask customer to swipe, insert or tap a contactless card

Customer is asked to enter PIN. Press OK to continue

Approved

✓

Print customer receipt?
Press OK to confirm

Transaction status is shown with a green or red background to indicate whether or not it is approved. The transaction receipt, if printed, will contain the details of how much tips was added.

Purchase with Cashback

nets

Main menu

1. Purchase
2. Cashback
3. Refunds
6. Other transactions

Press the menu key.

Press 2 or scroll down to Cashback using the arrow key. Press OK

Enter amount

100,00 €

Press OK to continue

Enter purchase amount, press OK to continue.

10,00 €

Enter cash amount

0,00 €

Total: 10,00 €

Press OK to continue

Enter cash amount, press OK.

Cashback
110,00 €

Present card

Ask customer to swipe, insert or tap a contactless card

Master Card
110,00 €

Enter PIN

Hide your pin entry

Customer is asked to enter PIN. Press OK to continue.

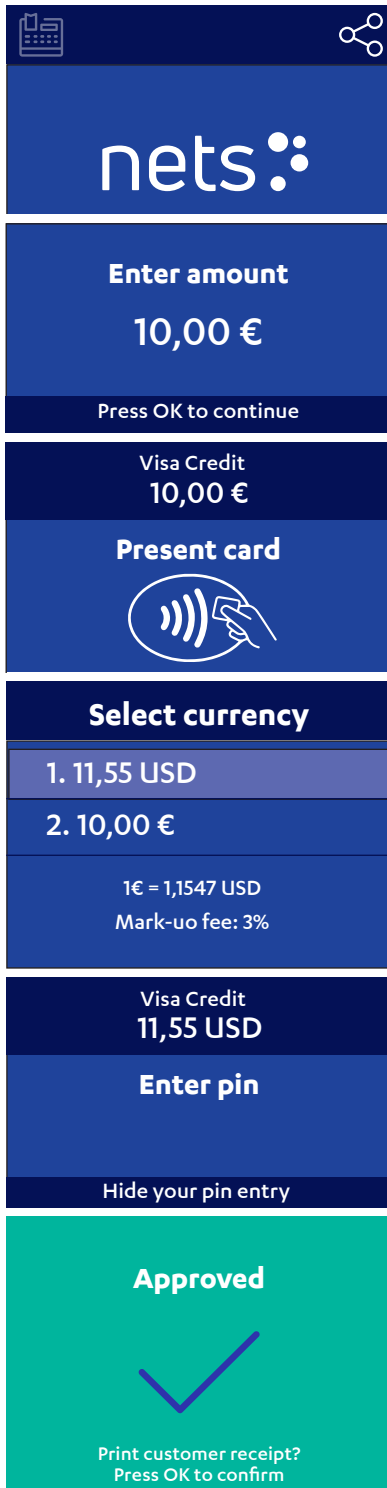**Approved**

✓

Print customer receipt?
Press OK to confirm

Transaction status is shown with a green or red background to indicate whether or not it is approved

DCC (Dynamic currency conversion)

DCC is a solution for instant currency conversion for international customers. With DCC, the merchant can offer their international customers to pay in their own currency while the merchant will receive the payment in local currency. The card holder will get the choice to pay in their own, or local currency.

If tipping is enabled on the terminal then the currency exchange rate will be applied to the total amount (purchase amount + tips).

When offering refunds on a transaction that was made on cardholder currency, you should select the same currency for the refund transaction as well.

nets	Start a normal purchase by pressing the menu key and 1, or start keying the amount directly.
Enter amount **10,00 €** Press OK to continue	When the amount is entered correctly, press OK to continue.
Visa Credit **10,00 €** **Present card**	Ask customer to swipe, insert or tap a contactless card
Select currency 1. 11,55 USD 2. 10,00 € 1€ = 1,1547 USD Mark-uo fee: 3%	Customer is asked to select currency. Navigate to select the currency by using the arrow key, or enter the correct key value directly.
Visa Credit **11,55 USD** **Enter pin** Hide your pin entry	Customer is asked to enter PIN. Press OK to continue.
Approved ✓ Print customer receipt? Press OK to confirm	Transaction status is shown with a green or red background to indicate whether or not it is approved

Receipts

The payment terminal has three different printing modes.
Paper saving: the terminal will only print if it is required by the card scheme used to pay. Some examples are for signature verified transactions and offline approved transactions.
Ask to print: the terminal will always print a merchant receipt, but ask whether one is wanted for the cardholder.
Always print: the terminal will always print a receipt for the cardholder and one for the merchant.

Configure receipt printing modes

Press the menu key and navigate to the settings menu by using the arrow keys or pressing 0

Settings
1. Properties
2. Check for updates
3. Access control
4. Communication
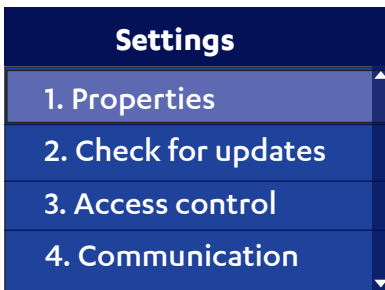
Press 1 or scroll down using the arrow key to 'Properties' and press OK

Properties
2. Receipt printing
3. Amount entry mode
8. Reboot time
9. Double charging
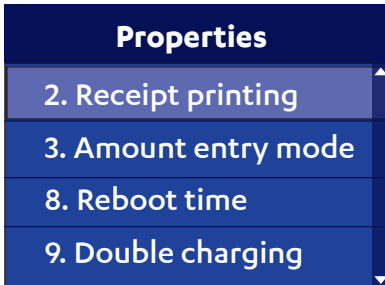
Press 2 or scroll down using the arrow key to 'Receipt printing' and press OK

Receipt printing
1. Paper saving
3. Ask to print
5. Always print
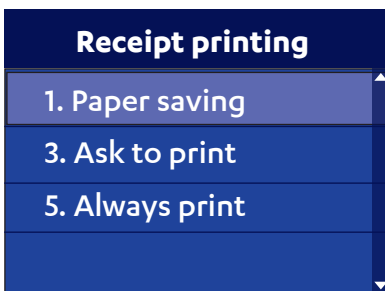
Select which mode you want to use and press OK

Applied
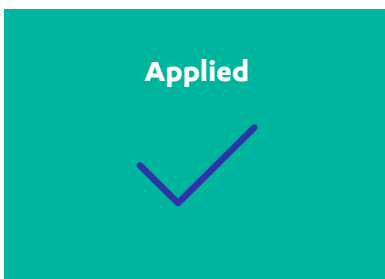
The terminal will confirm selection and you may now take it into use

Purchase receipt with tip example

```
Demonstration shop
Industry street 21
12345 Newtown
www.nets.eu
VAT ID: 123456789

  1.1.2018   12:34:56

Purchase         25,00 EUR

Tip               3,00 EUR

             28,00 EUR

Purchase approved


Thank you for the visit!
_____

Terminal 12345678 Merchant 123456
    VISA 123456******1234
     AID:D57800000000000
  TVR:123456879 TSI: 1234 ATC: 12
  Ref.: 000000 I@3 123 Resp: 00
```

This purchase receipt with tip is an example of how a printed receipt can look like if printed by a Nets Ingenico terminal.

The top lines are reserved for stating merchant name, address, phone number company ID etc. Contact Nets customer services to change this information.

The middle area is where we display the transaction type, tip amount and the total amount charged. At the bottom of the box you will see whether or not the transaction has been approved.
Here you will find the footer area, which is also customisable. Please contact Nets customer services to change this information.

At the bottom in fine print you will find all the details related to the card used to perform the transaction.

Purchase with cashback receipt example (customer receipt)

```
Demonstration shop

Industry street 21
12345 Newtown
+47 12345678
VAT ID: 123456789
_____

1.1.2019   8:32:55


Purchase 200,00 EUR
Cash 50,00 EUR


250,00 EUR
Purchase + cash approved
_____

Have a great day!
_____

Terminal 12345678 Merchant 123456
VISA 123456******1234
AID: D57800000000000 TVR: 8000040000 ATC: 12
Ref.:0000 000000 KA1 123 Resp.: 00
```

This purchase receipt with tip is an example of how a printed receipt can look like if printed by a Nets Spire terminal.

The top lines are reserved for stating merchant name, address, phone number company ID etc. Contact Nets customer services to change this information.

The middle area, between the two upper lines, is where we display the transaction type, cash amount and the total amount charged. Under the total amount you will see whether or not the transaction has been approved.

Under the second line you will find the footer area, which is customisable. Please contact Nets customer services to change this information.

Under the last line, in fine print, you will find all the details related to the card used to perform the transaction.

Purchase with DCC receipt example (customer receipt)

Demonstration shop

Industry street 21
12345 Newtown
+47 12345678
VAT ID: 123456789

1.1.2019   8:32:55

Purchase 555,55 NOK

67,01 USD
Purchase approved

Have a great day!

Terminal 12345678 Merchant 123456

VISA 123456******1234

AID: D57800000000000 TVR: 8000040000 ATC: 12

Ref.:0000 000000 KA1 123 Resp.: 00

DCC Resp: 00

Exhange rate based on Reuters wholesale rate on 2019-03-28

Exhange rate: 1 EUR = 0.120613 USD

Mark-up exhange rate: 0.003513

Mark-up fee: 3%

This currency conversion service is provided by Nets

I accept that Demonstration shop

has offered me a choice of currencies for payment & this choice is final.

I accept the conersion rate & final amount in 'USD'

This purchase receipt with tip is an example of how a printed receipt can look like if printed by a Nets Spire terminal.

The top lines are reserved for stating merchant name, address, phone number company ID etc. Contact Nets customer services to change this information.

The middle area, between the first two printed black lines, is where we display the, purchase amount and the total amount in the converted currency. Under the total amount you will see whether or not the transaction has been approved.

Under the second black line you will find the footer area, which is customisable. Please contact Nets customer services to change this information.

Under the last black line, in fine print, you will find all the details related to the card used to perform the transaction.

On the last part of the receipt you will find all the details related to the currency convertion of the purchase transaction.

Contactless payments (NFC)

Contactless payments is a common term for all payments using NFC technology (Near Field communication). NFC can be implemented in a range of payment methods such as chip cards, Micro SD cards in mobile phones, clocks, bracelets, stickers etc. or via a mobile phone (called "Wallet").

Contactless payments without verification can only be used for purchases under a certain amount; all purchases above this amount will require verification – either with a PIN code or password. The details of the verification will depend on the payment card provider. However, the instructions to enter the verification code will be shown on the terminal and/or on the mobile phone.

When the symbol below is shown, the cardholder may tap his payment card or phone at this symbol. This is where the antenna is placed, and to get best possible reading, instruct the cardholder to be within 2 cm of this symbol.


Note: The first time a contactless card is used, the card must be opened for NFC transactions. This is done by inserting the chip in the terminal while performing the transaction.

Wallet solution

"Wallet" is a solution for confirming a contactless payment using the customer's mobile phone. The user must install an app supplied by the card issuer on their mobile phone. When the program is installed the user can confirm a contactless payment by holding their phone over the terminal when the contactless symbol is shown. As with cardbased contactless payments, purchases above a certain amount will require verification. Contactless payment via Wallet can be performed even if the mobile phone is switched off, however, the customer will be unable to confirm payments in such instances. If the customer has registered several payment cards via a Wallet solution, the correct payment card must be selected in the application/program before the phone is switched off.

Purchase with contactless payment
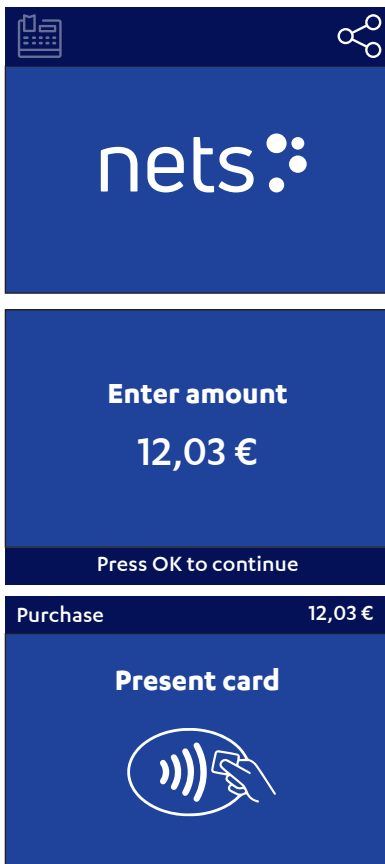
Press the menu key or start keying the amount directly

Enter amount

12,03 €

Press OK to continue

When the amount you want to charge is entered, press OK to continue

Purchase   12,03 €

Present card

Ask the cardholder to hold the card/phone/wearable close to the contactless symbol

Backup solution (EOT)

If errors occur in the communication between the terminal and Nets, an electronic backup solution can be used for BankAxept and Dankort/ VisaDankort cards. The terminal prints a receipt with a signature line and ID verification check. This feature is only relevant for Norwegian and Danish merchants.

Procedure for backup solution in Norway (BankAxept)

When the terminal prints a BankAxept backup solution receipt, the following steps should be undertaken. Note: BankAxept may change this requirements without notice and to get latest procedure for handling backup solution, please contact BankAxept.

- Ask the cardholder to sign the receipt
- Check the cardholder's identity
- Add the identity verification digits to the receipt (e.g. ABCD 123)
- For purchases of more than 1500 NOK contact nets customer service on 08989 to authorize the amount
    o Follow the terminal instructions
    o Key in the authorisation number when asked to do so and it will be added to the receipt
- No transactions above 10 000 NOK will be approved offline

The merchant must keep the receipt with the cardholder's signature and be able to produce it, if required.

Procedure for backup solution in Denmark (Dankort)

If the terminal has no connection to Nets, the merchant can force the terminal to perform offline transactions. This is only possible for Danish merchants and when used with Dankort.

It is very important to understand that by using this function, the merchant will be at risk to not receive payment for the transaction, if the card used in force offline mode is blocked, or the card account linked is has been blocked. In situations where force offline is used, it's therefor advised that the merchant calls the acquirer to get an authorization code, for every transaction performed, to verify the card and/or customer account. The code should be entered in the terminal according to the description below.

Press the menu key
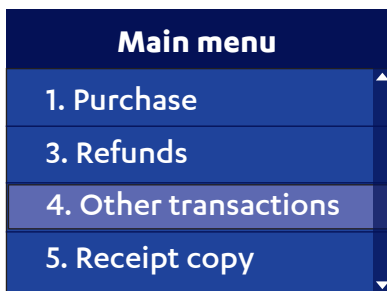
Press 4 or scroll down using the arrow key to Other transactions and press OK

Main menu

1. Purchase
3. Refunds
4. Other transactions
5. Receipt copy
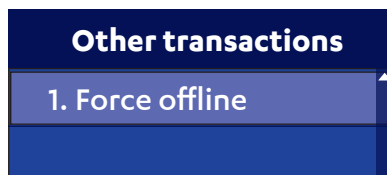
Press 1 or OK to select Force offline

Other transactions

1. Force offline

**Call acquirer
Enter auth code**

Press OK to continue

Enter authorization code received from acquirer, and press OK to continue.

The authorization code must have exactly six alphanumeric characters. If less characters are entered the display error message "Enter six characters" is shown.
Tip entry dialog is shown after authorization code entry if tipping is enabled for the terminal.

## Sending backup solution transactions for processing

The terminal will automatically send its stored transactions for processing and settlement when connection is restored. If you want to accelerate this action by initiating it manually, please follow the procedure below.

Press the menu key or start keying the amount directly

Main menu

5. Receipt copy
6. Reconciliation
7. Offline transactions
8. Reports
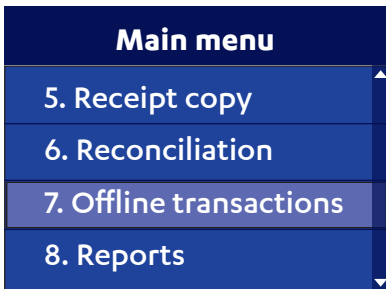
Press 7 or scroll down using the arrow key to Offline transacand press OK.

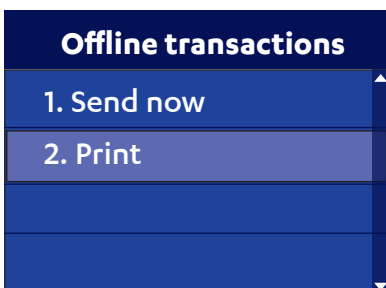**Offline transactions**
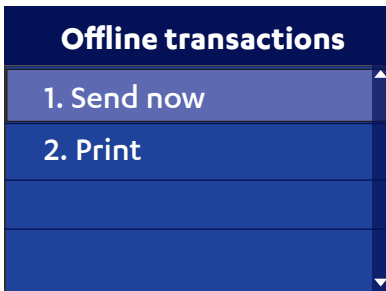
1. Send now
2. Print

Press 1 or scroll down using the arrow key to "Send now" and press OK. The terminal will start to send stored offline approved transacand will notify if they were sent successfully

Printing stored offline transactions

If there are stored offline transactions in the terminal, you can print the offline transactions by following the procedure below.

Main menu

5. Receipt copy
6. Reconciliation
7. Offline transactions
8. Reports
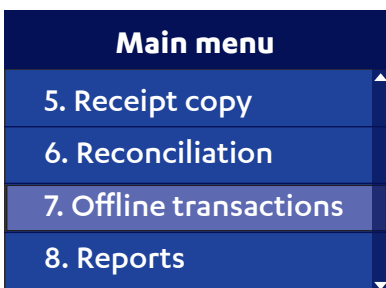
Press the menu key.
Press 7 or scroll down using the arrow key to Offline transaction and press OK.

Offline transactions

1. Send now
2. Print

Press 2 or scroll down using the arrow key to Print and press OK.

Offline approved transactions

In countries other than Norway there is the possibility to accept payments on international cards in offline mode if you have the right agreement with your acquirer. The typical cards for allowing this are called EMV cards (Visa, Mastercard, Amex etc.) The terminal will automatically approve a transaction offline when the acquirer agreement supports this functionality. The amount limit for how much it will approve offline is decided by the acquirer and the terminal cannot override this amount. I.e. if the acquirer has allowed for offline approval of EMV cards for up to 100€, it will reject any amount above this if the terminal is not able to go online for authorisation.

When an offline transaction is approved, the terminal will print a receipt with a cryptogram on it for the merchant to store in case the terminal does not recover and automatically sends the transactions when it is online again.

Reconciliation – end of day report

Reconciliation transfers transactions to the settlement account on the following business day. The terminal should be reconciled every day, if not reconciled once within 7 days, the terminal will have to be reconciled before it can be used

Note: If the merchant has several terminals, only one terminal needs to be reconciled. Reconciliation will produce a report for all the transactions under the same merchant ID.

Manual reconciliation

Using the terminal to initiate the reconciliation feature means that it is an activity initiated by and controlled by the merchant. You should consider using this if you have irregular closing times and that a fixed time for performing reconciliation isn't possible.

Automatic reconciliation

Automatic reconciliation involves the terminal carrying out reconciliation at a fixed time every day. If the merchant has several terminals, automatic reconciliation will take place from the same terminal every time. Please contact Nets customer services to activate this feature.

Central reconciliation

Central reconciliation means we will at midnight every day perform a reconciliation in our servers. This means there is no transaction report for the merchant printed on the terminal. The transaction data will only be available in our merchant portals online. Please contact Nets customer services to activate this feature.
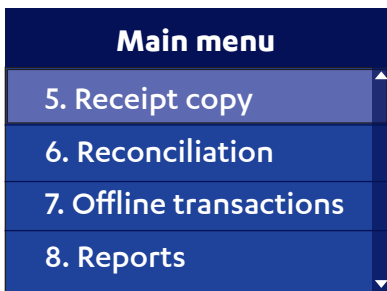
Copy of last reconciliation

The terminal only saves the last reconciliation with accumulated transactions. Copy of 0,- reconciliation will not be stored. The same functionality is also implemented for copy of Z-total.
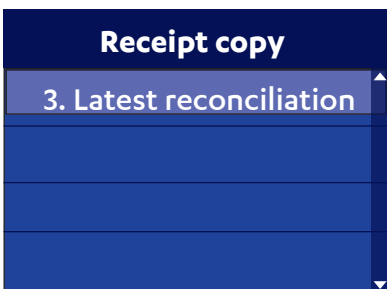
This is how you get the terminal to print a copy of the most recent reconciliation report.

Press the menu key

Press 5 or scroll down using the arrow key to 'Receipt copy' and press OK

Press 3 or scroll down to Latest reconciliation and press OK. The terminal will now print the last reconciliation receipt with accumulated data on it.
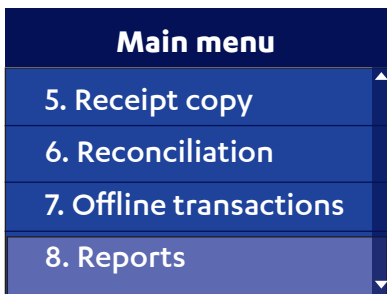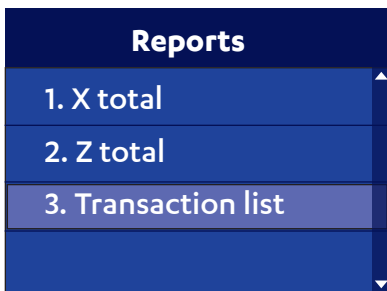
Reports

Transaction list

Used to print out a list of all transactions in current session or previous session. When you perform a reconciliation, a terminal will initiate a new session and delete the oldest list from
the terminal. If you need a report of older transaction lists, please contact customer services or log on to our merchant portal.

Press the menu key or start keying the amount directly

Main menu

5. Receipt copy
6. Reconciliation
7. Offline transactions
8. Reports

Press 8 or scroll using the arrow key to 'Reports' and press OK

Reports

1. X total
2. Z total
3. Transaction list

Press 3 or scroll down using the arrow key to 'Transaction list' and press OK

Transaction list

1. Current session
2. Previous session
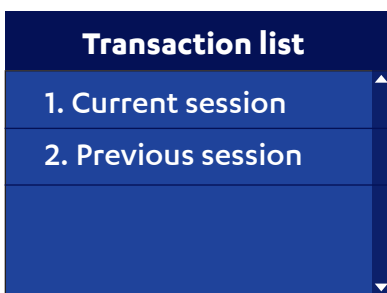
Select which transaction list you want the terminal to print by either pressing the corresponding number or using the arrow keys and OK button.
Current session: Will print all transactions generated after last reconciliation
Previous session: Will print all transactions generated before last reconciliation

X-total report

This report will show the accumulated sales per card type for the terminal since previous Z-total was printed. Printing this report does not zero the stored data. You can use it any time during the day to check the sales status.

Press the menu key

Press 8 or scroll down using the arrow key to 'Reports' and press OK

Press 1 or scroll down using the arrow key to X total and press OK

Z-total report

This report will show the accumulated sales per card type for the terminal since the previous Z-total was printed. Printing this report will zero the stored data. You can use it for instance when changing shifts in the middle of the day so the new cashier can track their own sales separately.

Press the menu key

Press 8 or scroll down using the arrow key to 'Reports' and press OK

Press 2 or scroll down using the arrow key to Z total and press OK

Access control

When a terminal is powered on for the first time and the security code is missing, the terminal will ask upon every restart if you want to activate access control. This feature is meant to give the merchant the ability to protect from unauthorised access to certain features like the reconciliation, refund and settings menu.
If a security code is forgotten, please contact our customer services to reset the terminal and you will be able to assign a new code.

How to enable access control

nets

Settings
3. Access control
4. Communication
5. Sound volume<
8. Configuration info
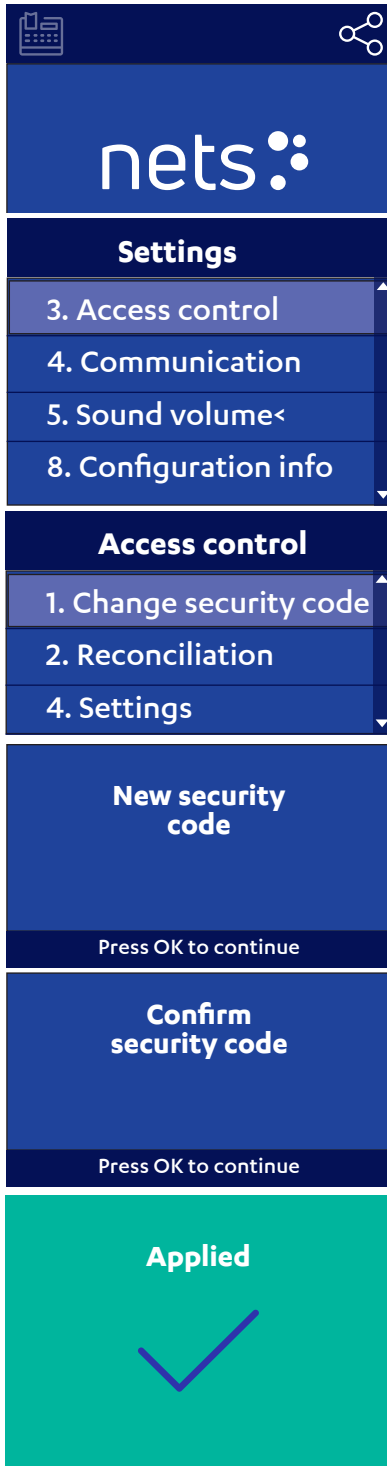
Press the menu key and navigate to settings menu (Menu-0)

Select Access control by using the arrows and pressing the OK button or press 3

Access control
1. Change security code
2. Reconciliation
4. Settings

Select Change security code and press OK or press 1

New security code

Press OK to continue

Key in your desired security code and press OK

Confirm security code

Press OK to continue

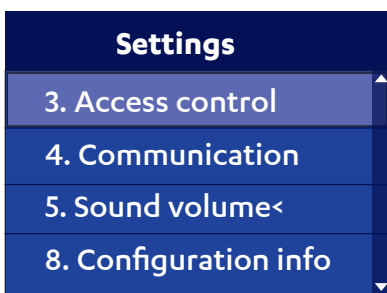Confirm entry of your security code and press OK

Applied

Terminal will confirm with this screen that setting an access code is successful

Choosing which items to protect

It is possible to select which items to protect. By default the terminal application will protect refund transaction type, but if you want to protect other items, please see the procedure below.

Press the menu key and navigate to settings menu by pressing 0 or using arrow keys and OK button
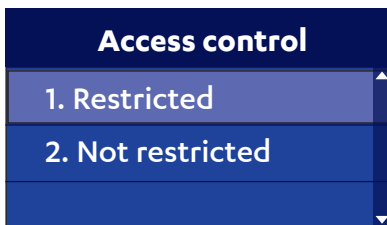
Settings
- 3. Access control
- 4. Communication
- 5. Sound volume<
- 8. Configuration info

Select access control by pressing 3 or navigate using the arrow keys and OK button

Securitycode

Press OK to continue

Terminal will now ask you for your security code. Key it in and press OK to continue

Access control
- 1. Change access code
- 2. Reconciliation
- 4. Settings
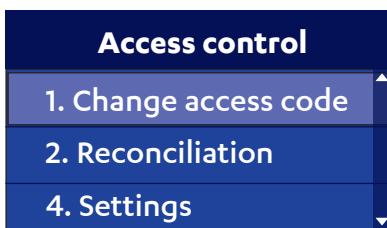
Select which menu item you want to protect with a security code and press OK

Access control
- 1. Restricted
- 2. Not restricted

Now you can select whether to restrict access or not. Select Restricted and press OK to activate the feature. Terminal will now ask for the security code every time this feature is attempted to be used
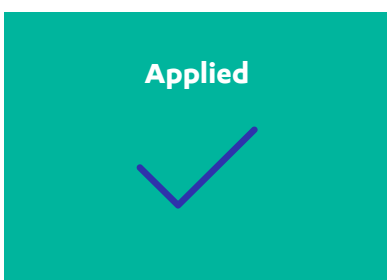
Applied

When selection is confirmed, the terminal will notify that the setting is applied to the payment terminal
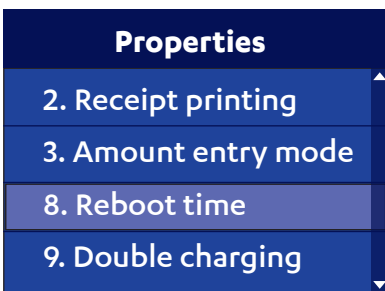
Daily reboot of terminal

This feature will allow you to configure when the terminal shall perform its daily reboot. The default setting is for the terminal to reboot at 04:00. The daily reboot is needed as a security measure as part of the terminal's PCI-PTS 4.x certification.
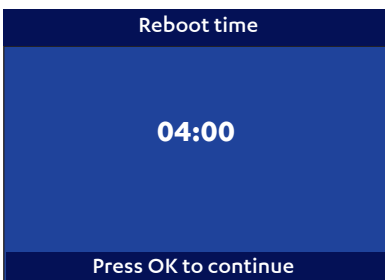
Press the menu key and navigate to settings menu by pressing 0 or using arrow keys and OK button

Settings

1. Properties
2. Check for updates
3. Access control
4. Communication
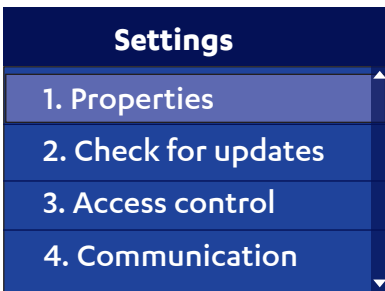
Select Properties by pressing 1 or navigate to it by using the arrow keys and press OK

Properties

2. Receipt printing
3. Amount entry mode
8. Reboot time
9. Double charging

Select 'Reboot time' by pressing 8 or navigate to it by using the arrow keys and press OK

Reboot time

04:00

Press OK to continue

Key in the desired time for the terminal to reboot by using the numerical keys on the keyboard. Press OK to continue and save the time for reboot.
If you key in the wrong time, the yellow CLEAR key can be used to correct your input.

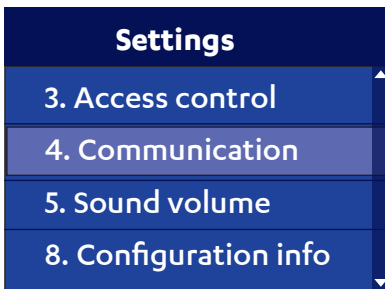# Configuring a terminal for cash register integration

The Lane 5000, Lane3000 and iCT250 may be integrated with a cash register (ECR) using its network connection (ethernet). This is useful for merchants that want to increase control of the terminal usage so that there is a lower risk of entering the wrong amounts and to improve the quality of the bookkeeping.
If you have a terminal that is standalone today and you want to integrate it to your ECR, call our customer services for assistance or your cash register vendor.
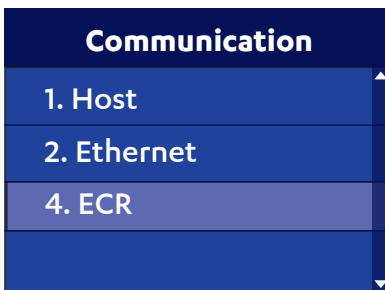
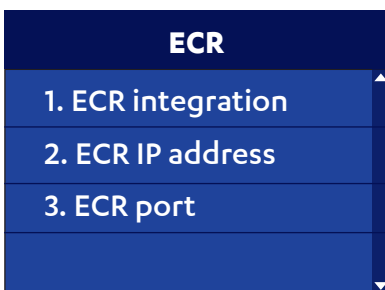## Configuring an IP integrated (ethernet) terminal

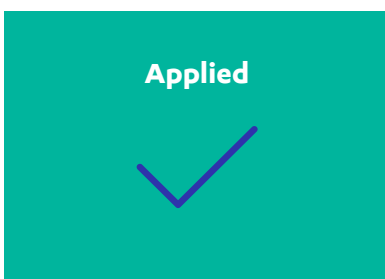Press the menu key and navigate to settings menu by pressing 0 or using arrow keys and OK button

Settings

3. Access control
4. Communication
5. Sound volume
8. Configuration info

Press 4 or navigate to 'Communication' by using the arrow keys and press OK

Communication

1. Host
2. Ethernet
4. ECR

Press 4 or navigate to ECR by using the arrow keys and press OK

ECR

1. ECR integration
2. ECR IP address
3. ECR port

Select 1 ECR integration and set it to ON
Select 2 ECR IP address and key in the IP address of the cash register
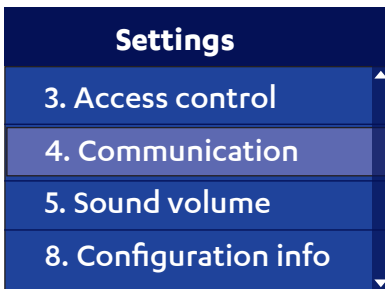Select 3 ECR port and key in the TCP port of the cash register application

Applied

The terminal is now ready for use with an ECR
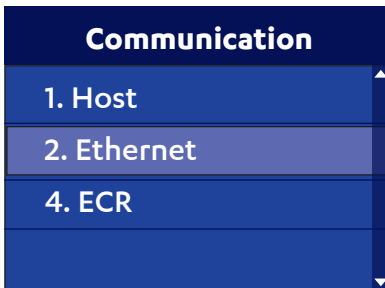
Configuring ethernet settings

The terminal models iCT250, Spire countertop and Lane 5000 support connectivity over ethernet. In order to configure it, see the procedure below. The default setting is with DHCP, and you would only need to follow this procedure to configure it to use static IP addressing.

Press the menu key and navigate to settings menu by pressing 0 or using arrow keys and OK button

Settings

3. Access control
4. Communication
5. Sound volume
8. Configuration info

Press 4 or navigate to 'Communication' by using the arrow keys and press OK

Communication

1. Host
2. Ethernet
4. ECR

Press 2 or navigate to 'Ethernet' by using the arrow keys and press OK

ECR

1. DHCP
2. Static IP

Press 2 or navigate to 'static IP' by using the arrow keys and press OK

Terminal IP

192 . 168 . 182 . 199

Press OK to continue
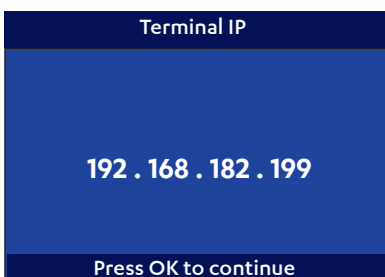
The terminal will now ask for Terminal IP address. Key it in and press OK. If you want to navigate to the next octet without keying in the full 3 digits, press the comma key above the OK button.

Gateway IP
192 . 168 . 182 . 1
Press OK to continue

The terminal will ask for Gateway IP address. Key it in and press OK.

Subnet mask
255 . 255 . 255 . 0
Press OK to continue
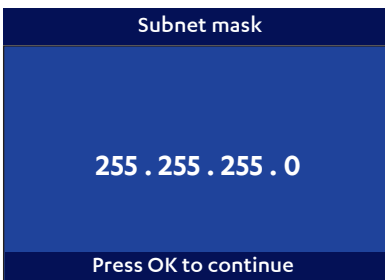
The terminal will ask for Subnet mask. Key it in and press OK.

DNS 1
192 . 168 . 160 . 138
Press OK to continue

The terminal will ask for DNS1 and DNS2. If set, key it in and press OK, or continue navigating by pressing OK.

| DNS 2 |
|:---:|
| |
| **192 . 168 . 160 . 166** |
| |
| **Press OK to continue** |

The terminal will ask for DNS1 and DNS2. If set, key it in and press OK, or continue navigating by pressing OK.

Configuring mobile network settings

The mobile terminals iWL250 and Spire mobile communicates using the mobile networks over 3G. The standard Nets terminal is delivered with our SIM cards and does not need configuring. If you decide to use other simcards, then follow the procedure below to enter PIN and change the APN.
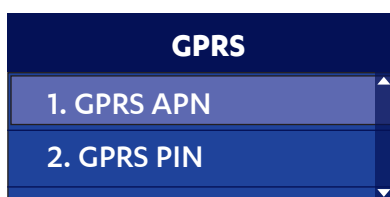
Press the menu key and navigate to settings menu by pressing 0 or using arrow keys and OK button
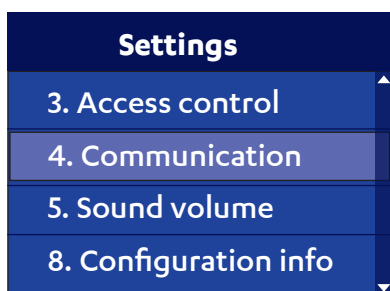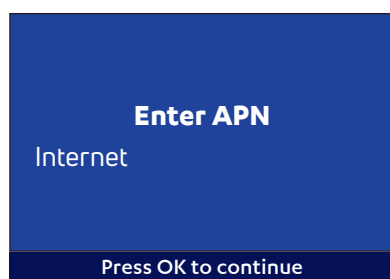
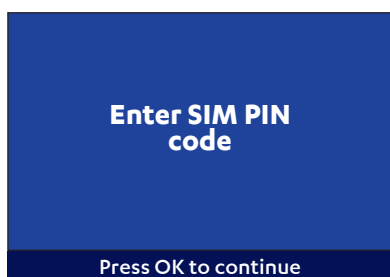Press 4 or navigate to 'Communication' by using the arrow keys and press OK
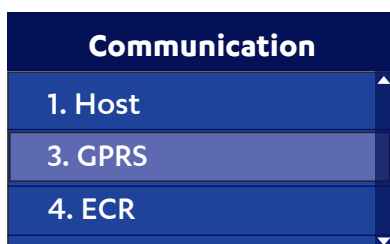
Press 3 or navigate to 'GPRS' by using the arrow keys and press OK

Press 1 or navigate to 'GPRS APN' by using the arrow keys and press OK

Set the APN (Access Point Name) and press OK

Enter the SIM PIN code and press OK

Administration of the terminal

## Downloading new card agreements, settings and software

Card agreements and settings are needed for a terminal to be able to operate. Which card agreements to support is a decision to be made between the merchant and the bank/card acquirer and issuers. In order for the terminal to understand which cards it accept it needs to update this card table regularly.

The settings used to configure other services like receipt information, tipping etc. are also updated using the same method. The terminal will connect automatically once every 24hrs. to see if there are any updates, this procedure is only for manually checking if there is a change to download.

Software updates will also be initated as well using this functionality, the terminal may reboot to complete a pending software update.

Press the menu key and navigate to settings menu by pressing 0 or using arrow keys and OK button
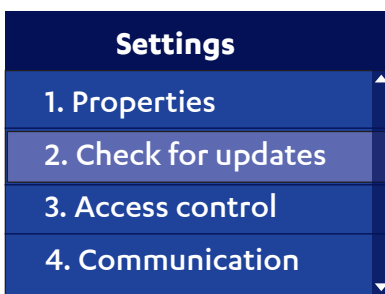
Select Check for updates by pressing 2 or navigate to it by using the arrow keys and press OK
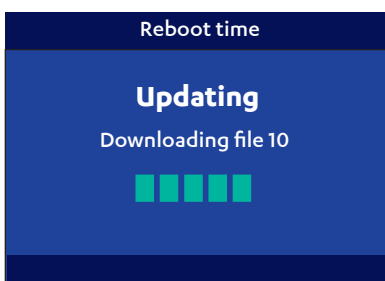
Terminal will now connect to Nets servers and check if any updates are available. While updating it will show the progress by counting the number of files downloaded

When done, terminal will show "Completed" and then go back to the idle screen

Errors and troubleshooting

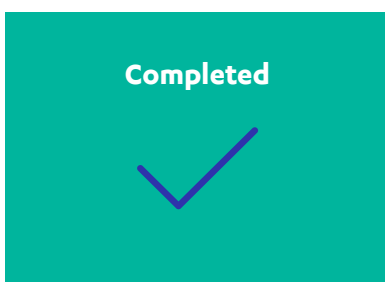| Questions	Solution
Regarding purchases, reconciliation and backup-solutions which are more than 7 days old	Please contact your bank
Regarding purchases, reconciliations, backup-solutions which are less than 7 days old	Please contact Nets customer services
Regarding several terminals with the same error	Please contact your network provider or shop/chain manager
Regarding Telenor SIM cards	Please contact Nets customer services
To order credit card agreements	Please contact Nets customer services or any acquirer of your choosing
To order automatic reconciliation	Please contact Nets customer services

Error situations	Solution
• Not connected to network • No contact with TMS/PSP • I only get offline transactions	General: The terminal cannot establish contact with the network. Ingenico terminals: Restart the terminal by holding down the yellow "Clear" button and the full stop/comma button simultaneously. Let go and wait until the terminal starts up (approx. 30 seconds). Try again. Spire terminals: Restart the terminal by holding the power button for approx. 5 seconds. Let go and wait until the terminal starts up (approx. 45 seconds). Try again. GPRS: For the terminal to be online, the signal strength with antenna signal must first be displayed at the top of the display. If the signal or antenna do not show after restarting, contact the network provider to check coverage and subscriptions/SIM cards or call Nets' customer service for additional troubleshooting of the terminal. Ethernet/Broadband: Check that the Ethernet cable is connected to the terminal and the network socket in the wall, switch or router/modem. Contact your network provider to check the network, or contact Nets' Customer service for troubleshooting the terminal.
The terminal freezes. None of the keys work	Ingenico terminals: Restart the terminal by holding down the yellow "Clear" button and the comma button simultaneously for approx. 3 seconds. Let go and wait until the terminal starts up (approx. 30 seconds). Try again. If the terminal is still frozen, remove the power cable or battery and ensure that the display goes dark. Replace the power cable/battery. If the terminal is still frozen, contact Nets Customer Services. Spire terminals: Restart the terminal by holding the power button for approx. 5 seconds. Let go and wait until the terminal starts up (approx. 45 seconds). Try again. If the terminal is still frozen, remove the power cable or battery and ensure that the display goes dark. Replace the power cable/battery. If the terminal is still frozen, contact Nets Customer Services.
The terminal stopped working in the middle of a transaction. Was the purchase attempt approved?	Make a copy of the last transaction (MENU-5-2) to see if the purchase was approved or not. If still uncertain, please contact Nets Customer Services.
My terminal is broken and it will not turn on.	Check that the cables are connected and battery is inserted correctly. Please contact Nets customer services for further assistance if the problem persists.
My terminal has an error message "missing keys", and it is unusable.	Try to check the terminal for available updates by going to the settings menu and performing a check for updates (MENU-0-2). If the problem persists, please contact Nets customer services.

Response codes	Explanation
Resp: 05 and 51 – Rejected	The transaction is rejected by the bank or card issuer
Resp: 55 – Incorrect PIN	The cardholder has entered an incorrect PIN. Please try again.
Resp: 87 – The terminal must be reconciled	More than seven days have passed since the last reconciliation and you must reconcile the terminal in order to continue to use it. (MENU-6)
Resp 91 – No contact with card issuer	A data centre is down and the terminal cannot establish contact with the cardholder's card issuer. Try again, try another card or settle in cash. The amount may be reserved on the cardholder's account, but it will be automatically released when the data centre is back in operation.

Terminal malfunction/ contract termination

If you have a technical problem with you terminal please visit www.nets.eu. If you are unable to find help from our support pages please contact Nets technical support by phone or by email. You can find country specific contact information on our web page. Our technical support will diagnose the problem, and make a decision about a replacement terminal. Return the broken terminal using the return label which comes with the replacement terminal. Try to make an end-of-day reconciliation with the terminal before returning it to us.
We check all returning terminals for possible transactions.

If you want to end the contract of your terminal please contact Nets customer services first. Do not return the terminal before the contract has been terminated.

Terminal security

PCI-PTS compliance
The Payment Card Industry PIN Transaction Security (PCI PTS) is a security standard that applies to all PIN entry based payment terminals and other hardware that manage PIN codes. Nets will always deliver PCI PTS approved payment terminals at the time of delivery.

Guidance for PIN entry
The PCI Security Standards Council specifies International Standard ISO9564 for protection against fraudulent observation of the PIN during PIN entry. To comply with this standard, the terminal may be supplied with either a factory fitted privacy shield, or as a privacy shield accessory (to be fitted by merchant before use). If you require a privacy shield and one has not been supplied, please contact your Nets helpdesk for assistance.
If the payment terminal from Nets is delivered without a factory fitted privacy shield or as privacy shield accessory in the box, then the terminal must be operated as a handheld device, meaning that cardholder must be advised by merchant to:
  * hold the device in hand during PIN entry
  * keep at distance from others during PIN entry
  * use his/her body or hand to block the view of the keypad during PIN entry
  * ensure that no video cameras or other surveillance are directed towards the keypad during PIN entry
Additionally, the merchant shall advise the cardholder of any suspicious behaviour exhibited from others before or during PIN entry.

Periodical inspection of terminals
The ultimate responsibility for the protection of cardholder data, within a merchant's equipment, lies with the merchant. We advise merchants to focus on proper implementation of the core PCI DSS 9.9 requirement that came into effect from June 30, 2015 where the intention is to ensure that merchants are better prepared for skimming attacks.
In line with PCI 'best practice' for skimming prevention (https://www.pcisecuritystandards.org/documents/Skimming_Prevention_At-a-Glance_Sept2014.pdf), Nets highly recommends that the merchant:
  * upon receipt of a new terminal, and on a regular basis, checks the terminal(s) for any signs of obvious tampering (e.g. broken seals over access cover plates or screws, odd/different cabling, or unknown/suspicious features
  * keeps a detailed list of all terminal(s) on location with pictures for comparison on a regular basis
  * keeps the terminal(s) out of customer's reach - both during opening- and closing hours
  * never accept delivery or installation of a new terminal from any unauthorized Nets personnel
  * only allows privileged access to the terminal(s) to independently verified and trustworthy personnel
  * calls Nets helpdesk immediately if in doubt of the terminal(s) integrity!