

Desk/3500
Move/3500
Lane/3000
Lane/3600

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](#).

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.

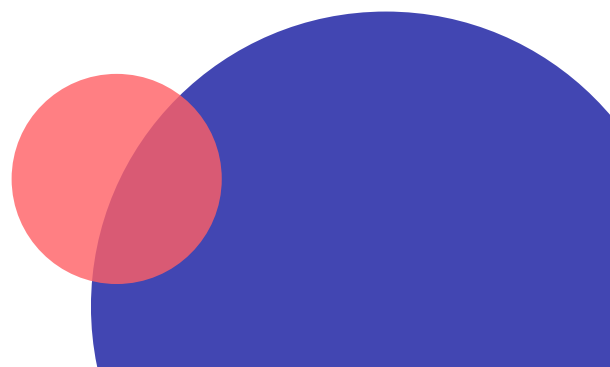
70% isopropyl alcohol may be used on the keypad only. It should be applied via a soft cloth. Wiping should be done gently. Excessive wiping of the keypad may cause cosmetic damage over time.

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.

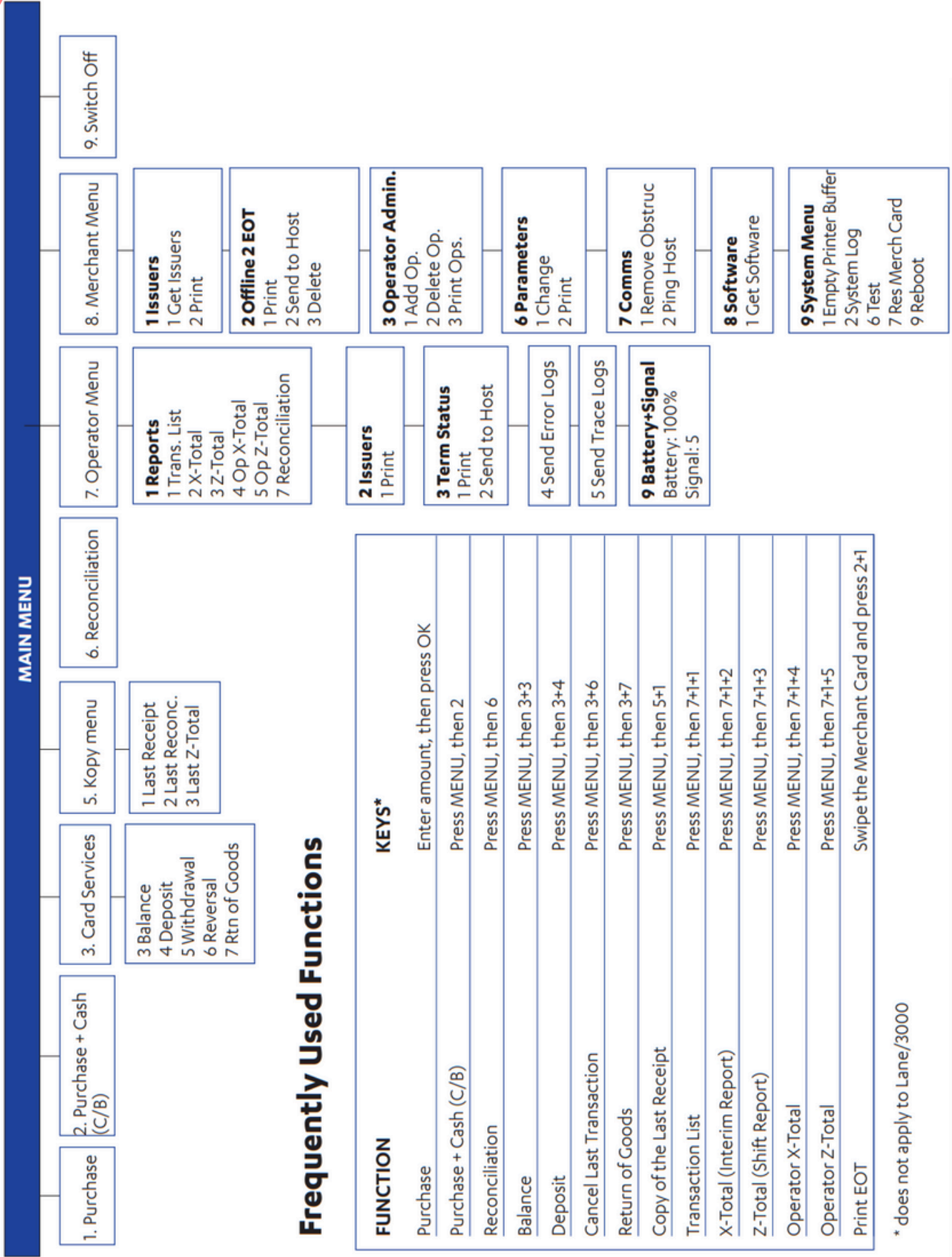
Regular cleaning of the terminal will not completely remove the risk of virus infection. Good hand hygiene following shop visits is recommended. **Contactless payment, whenever possible, is advised.**

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. [Read more here.](#)





Menu Structure



Terminals & Accessories

Each terminal is delivered with the following corresponding accessories:

Desk/3500

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



Move/3500

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



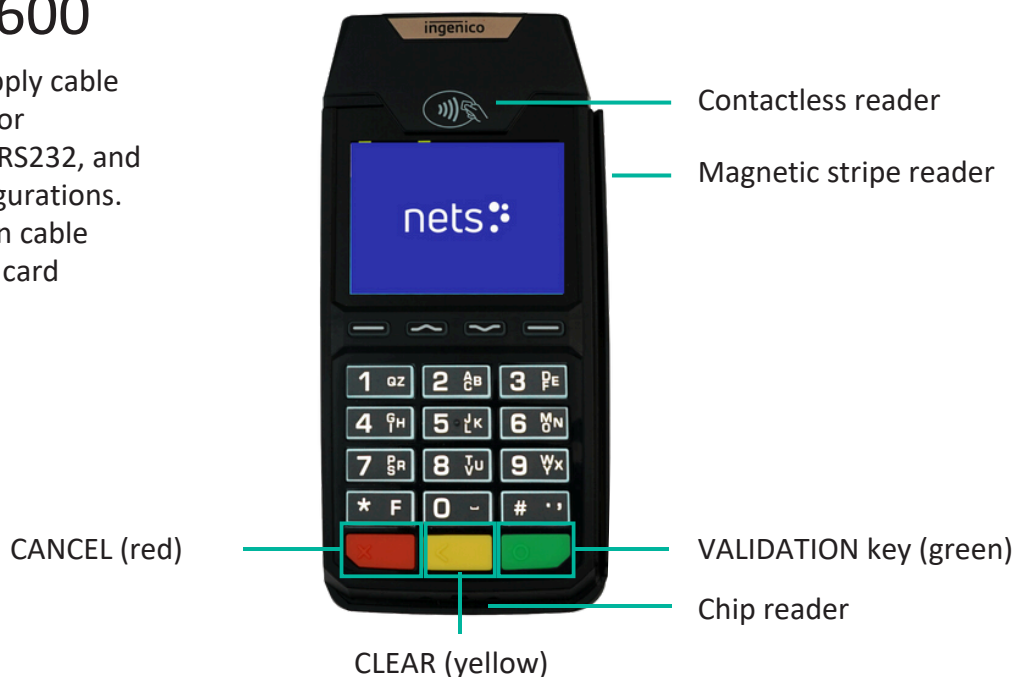
Lane/3000

- Power supply cable required for Ethernet, RS232, and USB configurations.
- Integration cable
- Merchant card



Lane/3600

- Power supply cable required for Ethernet, RS232, and USB configurations.
- Integration cable
- Merchant card








Note: Physical navigation keys (F1,F2, F3, F4), as in Lane/3000, are being replaced with a dynamic touch screen where users can scroll up and down. F3-key which allows to open info or quick display function is replaced by pressing of yellow key on the idle screen.








Wi-Fi Set-Up for Move/3500

Each terminal is delivered with the following corresponding accessories:

1. Press F1
2. Swipe the Merchant Card
3. Select **Control Panel**
4. Select **Terminal Settings**
5. Select **Comm Means**
6. Select **Wi-Fi**, 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 **Wi-Fi** setting
3. Swipe the Merchant Card
4. Select **Terminal Settings**
5. Select **Comm Means**
6. Select **Wi-Fi**, 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) 