

A smiling woman in a white t-shirt and dark grey apron is holding a black payment terminal. She is in a bakery, with loaves of bread visible in the background. A large blue circular graphic is on the left side of the page, and a red circular graphic is in the center.

nets:

Npay Payment Application
V3M2 Mobile
User Manual

Castles Vega 3000 Mobile2
payment terminal

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1. Introduction

This userguide is intended for use by merchants and covers use cases for the payment terminal:

V3M2 Mobile (Castles Vega3000 Mobile2).

V3M2 Mobile is a portable payment terminal with a battery, a receipt printer, and a pre-activated 4G subscription. When receiving the payment terminal and any accessories, please check that the delivery corresponds to your order. Save the payment terminal box for the possible return of the payment terminal.

The information contained herein shall not be used, copied, or redistributed without the prior written consent of Nets A/S.

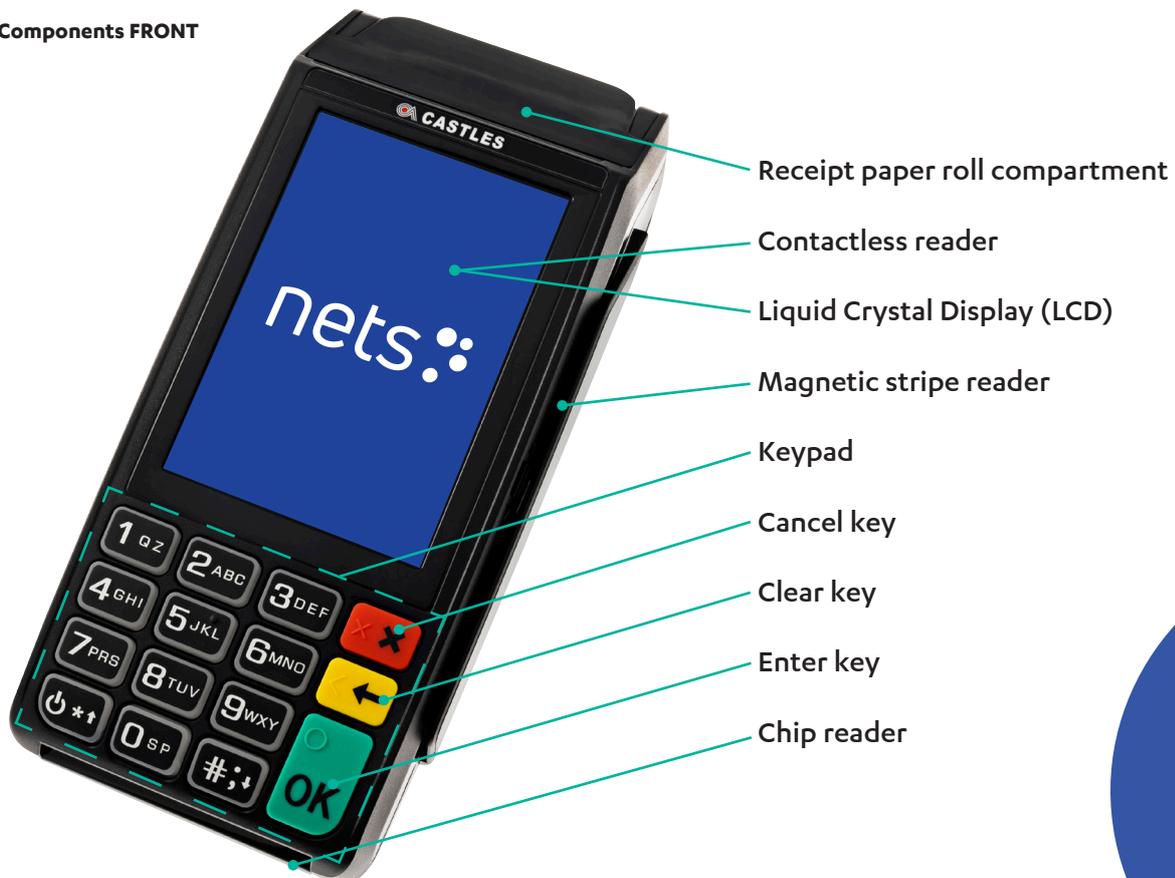
2. Hardware & terminal components

2.1 V3M2 Mobile components

The battery-operated V3M2 Mobile is a portable terminal that comes with a base unit for charging the battery.

The major components of the terminal include the contactless reader, 4G and WiFi modems. For connecting to power, the terminal should be charged in the charging dock that is included in the delivery. Be sure to connect the dock to the power supply with the cable included in the package.

Components FRONT



Components BACK and SIDE



2.2 Content of the package

- Payment terminal with a pre-installed 4G SIM card
- Payment terminal battery (attached to the terminal)
- Battery charging dock
- Power cord
- Receipt roll
- Nets Welcome Letter

2.3 SIM Card

The SIM card for the V3M2 Mobile is already installed in the terminal. Please, do not open the back cover to insert or change the SIM card! The terminal is only compatible with the installed SIM card. Using an external card prevents the terminal's connection and releasing it hinders our support from remotely diagnosing potential problems in the terminal.

3. Basic operations and getting started

3.1 Battery

The terminal is equipped with a battery. Please do not remove it, as this might harm the hardware and battery.

3.2 Installing the receipt paper roll



Install the receipt paper roll (57×40mm) in the compartment by opening the lid of the receipt roll cover by lifting the cover up. Discard any packing material from the paper roll. Place the roll in the compartment as shown in the figure.

The paper must be fed from underneath the roll. The correct orientation of the paper is critical. Pull out some paper so that it overhangs from the top of the terminal and close the lid properly so that an audible 'click' is heard.

Note!

The receipt is printed as empty in case the receipt roll case is left open or in case the paper is not correctly chosen or inserted in the wrong direction. Please check that the case lid is properly closed, that the roll is positioned correctly, and then try printing again.

3.3 Starting the terminal

Insert the payment terminal into the charging dock and the dock into the power supply. Press the **power/menu key** in the lower-left corner of the keyboard.

The terminal is equipped with a SIM card. Do not remove the SIM card or add your own or external cards to avoid losing connectivity. The terminal does not need to be connected to the network separately.



3.4 Perform test payments

Press **[OK]**.

Enter the amount (e.g., 1.00) and press **[OK]**.

Swipe, tap, or insert the card for paying the test transaction.



4. Features of the V3M2 Mobile terminal

4.1 4G

In case Wi-Fi is not configured, the terminal will connect to **4G** automatically and use 3G and 2G as fallback connection methods.

The terminal comes with a pre-installed SIM card, which should not be removed or changed to avoid lack of connectivity. Removing the SIM card will hinder our support from troubleshooting possible issues in the terminal due to the lost connection.

Roaming

In case the terminal cannot reach the 4G connection of our network partner, the terminal will connect to another network automatically.

4.2 Wireless Network Connection (Wi-Fi)

To configure terminal Wi-Fi, restart the terminal. After an initial black screen with a power icon is shown, press the yellow **[Clear]** key a few times. The terminal should enter Wi-Fi configuration mode and first request for the name of the Wi-Fi (the SSID code):



Enter the Wi-Fi name (SSID) using the virtual on-screen keyboard. Please, ensure that the uppercase and lowercase letters are entered correctly. Accept the value using the green **[OK]** key. The terminal will then prompt for the Wi-Fi passphrase (PSK):

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Enter the Wi-Fi passphrase (PSK) using the virtual on-screen keyboard. Please, ensure that the uppercase and lowercase letters are entered correctly. Then accept the value using the **[OK]** key. The terminal may reboot to apply the changes.

You can cancel the process by entering the red **[Cancel, X]** key at any point, without affecting the previous settings. If the Wi-Fi connection doesn't work after the configuration, you can overwrite the Wi-Fi configuration using the same steps.

4.3 Keyboard & screen

The V3M2 Mobile terminal is equipped with an physical keypad and coloured touchscreen.

4.4 Power supply and battery charging

Insert the payment terminal into the charging dock and connect the dock to the power supply with the cable included in the package.

If you are using a USB cable for charging the terminal through the car charging adapter, plug in the USB cable in the USB port of the adapter and the USB cable into the USB port on the left side of the terminal.



4.5 Switching the terminal on and off

For switching the terminal on and off, press the **power/menu** key in the lower left corner until the terminal switches off or on.

Please note, that you should not remove the terminal battery for switching the terminal off as this might harm the hardware and battery.

5.3 Cancelling a payment

Press the **power/menu** key in the left corner of the terminal for displaying the menu on the terminal screen. A list of actions will present on the screen.

Tap your selection on the screen:

[1] Cancel last

The display will confirm in case the previous transaction should be cancelled.

Choose [OK] for proceeding.



A merchant receipt will be automatically printed. For printing a customer receipt, select [OK] when the related question 'Print customer receipt?' is displayed on the screen.



5.4 Refund

Press the **power/menu** key in the left corner of the terminal for displaying the menu on the terminal screen. A list of actions will present on the screen.

Tap your option on the screen:

[2] Refund

Choose from the options shown on the screen:

[1] refund last or

[2] refund with reference code



5.5 Printing a receipt on standalone terminals

When a transaction is approved, the merchant's copy of the receipt will be printed for each contactless transaction. The terminal will automatically ask in case the customer's receipt should be printed.

If a customer requests a receipt, press the green **[OK]** key for selecting 'Yes'. You can disregard the customer's receipt by pressing **[X]** key for 'No'.

5.6 Printing reports



Press the **power/menu key** in the left corner of the terminal for displaying the menu on the terminal screen.

Choose **[4]**, Reports.

Choose:

[1] for the current day report

[2] for the previous day's report.

6. Payment terminal maintenance

6.1 Keeping the terminal clean & hygienic

You cannot avoid bacteria collecting on the surfaces of the terminals. Pay attention to the thorough cleaning of the terminal and clean the keypad regularly. Use for example isopropyl alcohol products, such as disinfection wipes. 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.

Note! Do not spray the disinfectant directly onto the surface of the terminal. Remove the power cable to prevent the terminal components from damaging.

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 infused 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.

6.2 Payment terminal battery maintenance

Charge the battery full for the first-time of use. Do not remove the battery to avoid damage in the battery and hardware.

When charging, use the terminal's own charger. Using other chargers may damage the battery.

It is not recommended to clean the terminal battery.

7. Troubleshooting

We have gathered answers to the most frequently asked questions around the payment terminal to the local support sites of [Nets.eu](https://support.nets.eu). Please find your preferred language of self-service and support under the category 'Npay terminals'.

🇬🇧 **EN:** Payment terminals (nets.eu): <https://support.nets.eu/category/payment-terminals>

🇫🇮 **FI:** Maksupäätteet (nets.eu): <https://support.nets.eu/fi-FI/category/payment-terminals>

🇸🇪 **SE:** Betalterminaler (nets.eu): <https://support.nets.eu/sv-SE/category/payment-terminals>

8. Servicing

8.1 Swap service

If a rental terminal is defective, please call our Customer Service for assistance. Depending on the nature of the defect and your agreement, you can either receive a new terminal from Nets or assistance from our customer service. If receiving a new terminal, the return label(s) from Nets Customer Service shall be used and the package(s) delivered to PostNord.

NB: If a terminal is defective, it shall not be sent for repair until the error has been reported to Nets Customer Service. The terminal must be packaged securely. If several terminals are being returned, they must be packaged separately.

8.2 Terminations

When terminating the lease of a Nets terminal, the terminal must not be returned to Nets until the existing lease agreement has been terminated.

If you wish to buy/rent a terminal from a different supplier must first terminate their Nets lease agreement before returning the old terminal to Nets. Until the termination notice has been received by Nets, the lease agreement will continue to run, and you will be invoiced accordingly. The merchant must also ensure they receive a written confirmation from Nets on the lease agreement termination. A return label will be sent to the merchant via email when the termination is completed in the Nets system.

NB: Pack the terminals securely and separately. Remember to include all associated cables and equipment. The return label(s) that merchants receive from Nets must always be used when returning payment terminals. The package(s) must then be delivered to a PostNord drop-off station for returning them to the local Nets warehouse.

9. Other features of the Service

9.1 Safety

The payment terminal and its software comply with the requirements of the card industry. No plain text card numbers are stored in the payment terminal, and it is not possible to enter the card number manually on the payment terminal keypad. It is not possible to bypass the PIN request.

Our service is run and monitored 24/7.

9.2 Customer service

Should you have any issues or questions concerning your terminal, please check our local support resources at:

- 🇬🇧 **EN:** Payment terminals (nets.eu): <https://support.nets.eu/category/payment-terminals>
- 🇫🇮 **FI:** Maksupäätteet (nets.eu): <https://support.nets.eu/fi-FI/category/payment-terminals>
- 🇸🇪 **SE:** Betalterminaler (nets.eu): <https://support.nets.eu/sv-SE/category/payment-terminals>