



You should update the new program versions immediately as the system will be changed in March 2017.

Dear Customer,

A new version 2.3 of our payment terminal software is available.

Please contact us using the e-mail address below if you have questions about the software version or update.

You should update any installations of 1.x versions immediately to ensure that the payment terminals work correctly. In the future, all the payment terminals provided to our customers will have terminal software version 2.3.

The customers whose payment terminals have not yet been updated will also be contacted directly about the need to update.

Please note that you should install the update by 31 March 2017.

If the payment terminal is not updated by this date, the transfer of payments will stop functioning.

The following changes will have been made after the update:

- The problem with the MasterCard proximity payment transactions will be fixed.
- After the update, transactions will always be transferred in real time. This will help in ascertaining whether transactions still remain in the payment terminal if it malfunctions etc.
- With real time transaction transfers, no interactive report will be sent. In the future, it will only be possible to view transactions on the end-of-day reports. If needed, the end-of-day report may therefore be printed both at the end of as well as during the day.
- The screen on the payment terminal will have the Nets logo.
- The workstation ID will change in the EmvHost Online reports after the update.
 - The EHO workstation ID in the current version is structured as follows: AABCCDDD (e.g. 12K01001)
 - The new workstation ID will look like this: AABCC1DD (e.g. 12K01110)

To update your system, you should first update your point-of-sale workstation (step 1) and then ask Nets Oy technical terminal support for an installation for the payment terminal(s) (step 2).

1. The new Lumo installation package is available at:

<https://www.nets.eu/fi-fi/palvelut/maksupaate/maksupaateasennus/Pages/Maksup%C3%A4%C3%A4teohjelmiston-asennusohje-Ingenico-IPP350.aspx>



You can update the Lumo software version by running the installation package mentioned above separately for each point-of-sale workstation. The attachment contains the update instructions for separate Lumo updates (Attachment 1).

If needed, Nets technical terminal support will be available to help merchants with the Lumo software installation. This service is charged at EUR 75 (VAT EUR 0) for every half hour. You can order the installation service at tuki-fi@nets.eu. Installation help is available Mon–Fri from 8 am to 4 pm.

After the Lumo update:

2. **Ask Nets terminal support (tuki-fi@nets.eu) for a payment terminal update.**

You should make the request about a week prior to your desired update date.

The following details should be included in your update request:

- Heading: Request for a payment terminal update for software version 2.3
- Message:
- Company name:
- Business ID:
- Payment terminal model and **serial number** (on the Serial N line on the bottom of the payment terminal):
- Your desired update date (Mon–Fri from 8 am to 4 pm):

PLEASE ALSO NOTE THE CHANGING SETTINGS FOR NETWORK CONNECTIONS

Listed below are the addresses and ports to which you must allow access in the firewall for the payment terminal to function.

We recommend using DNS names where possible:

- slave1.screenway.com
- slave2.screenway.com
- update.screenway.com
- varma1.manison.fi
- varma2.manison.fi
- varma3.manison.fi

Or, alternatively, opening the entire Nets Internet address book to the firewall:

- 217.30.183.119/32
- 80.95.130.83/32
- 83.150.127.3/32
- 212.226.157.224/27
- 194.136.8.64/27
- 194.100.153.224/27



If these cannot be used, the mandatory IP addresses to which access must be allowed are listed below:

- 217.30.183.119 – transfer of transactions, verifications and software downloads
- 80.95.130.83 – transfer of transactions, verifications and software downloads
- 83.150.127.3 – transfer of transactions, verifications and software downloads
- 212.226.157.252 – transfer of transactions, verifications and software downloads
- 194.136.8.94 – transfer of transactions, verifications and software downloads
- 194.100.153.254 – transfer of transactions, verifications and software downloads

- TCP port: 8892 (allow only outbound)
- TCP port: 80 (allow only outbound)
- TCP port: 443 (allow only outbound)

Kind regards,

Nets Payment Terminal Support

tuki-fi@nets.eu

+358 (0)600 414 243 (€1.31/min + local call charge/mobile call charge)