User Guide
Payment terminals

COUNTERTOP
ICT250E

INTEGRATED
IPP350

MOBILE
iWL250G
& iWL250B

MOBILE
INTEGRATED
iSMP4

INTEGRATED
Lane3000
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Getting started</td>
<td>4</td>
</tr>
<tr>
<td>1.1 What’s in the box</td>
<td>4</td>
</tr>
<tr>
<td>1.2 Inserting a receipt roll – iCT250E and iWL250G/B only</td>
<td>5</td>
</tr>
<tr>
<td>1.3 Installing iCT250E</td>
<td>6</td>
</tr>
<tr>
<td>1.4 Installing iPP350/Lane3000</td>
<td>8</td>
</tr>
<tr>
<td>1.5 Installing iWL250G/B</td>
<td>9</td>
</tr>
<tr>
<td>2. Merchant card</td>
<td>11</td>
</tr>
<tr>
<td>3. Using payment cards</td>
<td>11</td>
</tr>
<tr>
<td>4. The terminals’ keypads</td>
<td>12</td>
</tr>
<tr>
<td>4.1 iCT250E</td>
<td>12</td>
</tr>
<tr>
<td>4.2 iPP350/Lane3000</td>
<td>12</td>
</tr>
<tr>
<td>4.3 iWL250G/B</td>
<td>13</td>
</tr>
<tr>
<td>4.4 iSMP4</td>
<td>13</td>
</tr>
<tr>
<td>5. Status line – descriptions</td>
<td>14</td>
</tr>
<tr>
<td>5.1 Ethernet</td>
<td>14</td>
</tr>
<tr>
<td>5.2 Bluetooth</td>
<td>14</td>
</tr>
<tr>
<td>5.3 GPRS</td>
<td>14</td>
</tr>
<tr>
<td>5.4 Battery and clock</td>
<td>15</td>
</tr>
<tr>
<td>6. Quick menu</td>
<td>15</td>
</tr>
<tr>
<td>7. Terminal menu structure</td>
<td>16</td>
</tr>
<tr>
<td>8. iSMP4 – Getting started</td>
<td>17</td>
</tr>
<tr>
<td>8.1 Bluetooth pairing</td>
<td>17</td>
</tr>
<tr>
<td>8.2 Buttons/functionality</td>
<td>17</td>
</tr>
<tr>
<td>8.3 1D and 2D barcode reader</td>
<td>18</td>
</tr>
<tr>
<td>8.4 How to use the barcode reader</td>
<td>18</td>
</tr>
<tr>
<td>8.5 Supported barcode symbologies</td>
<td>18</td>
</tr>
<tr>
<td>8.6 Resetting the barcode reader</td>
<td>18</td>
</tr>
<tr>
<td>9. Terminal features – daily operation</td>
<td>19</td>
</tr>
<tr>
<td>9.1 Purchase</td>
<td>19</td>
</tr>
<tr>
<td>9.2 Purchase with cash withdrawal (cashback)</td>
<td>20</td>
</tr>
<tr>
<td>9.3 Purchase with manual entry of card data</td>
<td>21</td>
</tr>
<tr>
<td>9.4 Copy of the last receipt</td>
<td>22</td>
</tr>
<tr>
<td>9.5 Cancellation (reversal) of the last transaction</td>
<td>22</td>
</tr>
<tr>
<td>9.6 Return of goods</td>
<td>23</td>
</tr>
<tr>
<td>9.7 Tips</td>
<td>24</td>
</tr>
<tr>
<td>9.8 Purchase with tips</td>
<td>25</td>
</tr>
<tr>
<td>10. Contactless payments (NFC)</td>
<td>26</td>
</tr>
<tr>
<td>10.1 Wallet solution</td>
<td>26</td>
</tr>
<tr>
<td>10.2 Purchase with contactless payment</td>
<td>26</td>
</tr>
<tr>
<td>10.2 DCC (Dynamic Currency Conversion)</td>
<td>27</td>
</tr>
</tbody>
</table>
20. Submitting payment terminal for service or termination
21. Terminal Security
22. Terminal card agreements (Issuers)
23. Available balance on prepaid gift card
24. Deposits
25. Creating replacement cards for a defective prepaid gift card
26. See available balance on prepaid gift card
27. IFR Priority
28. Net prepaid gift cards
29. Submitting backup solution (EOT)
30. Backup solution (EOT)
31. Manual reconciliation
32. Automatic reconciliation
33. Copy of last reconciliation
34. Transaction list
35. Creating a new operator
36. Deleting operator
37. Print operator list
38. Using Operator ID
39. Multiterminal
40. Purchases with multi-users
41. Administration
42. Downloading card agreements
43. Printing card agreements
44. Downloading new software
45. Terminal parameters
46. Errors and troubleshooting
47. Submitting payment terminal for service or termination
48. Terminal Security
1. Getting started
1.1 What's in the box

The following equipment is delivered with the payment terminal:

**iCT250E**
Countertop, broadband
- Power cable
- Network cable RJ9 to RJ45
- Merchant card
- Receipt roll
- Quick Guide

**iWL250G**
Mobile, GPRS
- Power cable
- Charging unit
- Merchant card
- Receipt roll
- Quick Guide
- SIM card *

**iPP350**
Countertop, integrated with ECR
- Integration cable
- Power cable (if integrated via RS232 cable)
- Merchant card

**iWL250B**
Mobile, Bluetooth
- Power cable
- Charging unit/base station
- Merchant card
- Receipt roll
- Quick Guide

**iSMP4**
Mobile, integrated with ECR
- Micro USB cable
- Merchant card
- Quick guide
- Barcode reader

**Lane3000**
Countertop, integrated with ECR
- Integration cable
- Power cable (if integrated via RS232 cable)
- Merchant card

*SIM cards are supplied by Nets unless otherwise agreed.*
1.2 Inserting a receipt roll – iCT250E and iWL250G/B only

Nets recommends only using receipt rolls suitable for the terminal. How to insert the receipt roll in 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.

Out of receipts rolls?
Need a pole for the terminal?
Order accessories at your local Nets webshop
1.3 Installing iCT250E

Installing iCT250E with broadband communication

In order to connect an iCT250E to the power supply and broadband communication, do as follows:

⚠️ The terminal must be turned off when connecting the Ethernet cable.

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 ICT250E with “Magic Box”

Magic Box can be used when ICT250 E must be integrated with an ECR system. At one end of the Magic Box cable there are four different cables which must be connected to the payment terminal:

1. Analogue line
2. Power supply
3. Integration with ECR system
4. Ethernet connection
1.4 Installing iPP350/Lane3000

iPP350/Lane3000 are integrated with an ECR system using an integration cable. This is either a USB cable or an RS232 cable. The USB cable must be connected to the ECR system's USB port, the RS232 cable must be connected to the ECR system's COM port. Both variants must be connected to iPP350/Lane3000 as follows:

Insert the integration cable as shown in the image.

Download USB drivers

USB drivers for integration with an ECR system can be downloaded from:

https://shop.nets.eu/nb/web/no/usb-driver-til-terminaler

Installing iPP350/Lane3000 with “Magic Box”

Magic Box is used when iPP350/Lane3000 must be connected directly to the Ethernet (broadband). The Magic Box cable must be connected to the payment terminal as follows:

Insert the integration cable as shown in the image.
1.5 Installing iWL250G/B

iWL250G = Uses GPRS communication
iWL250B = Uses Bluetooth communication to the base station. The base station is connected to broadband.

To install and charge an iWL250, do as follows:

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

⚠️ The new terminal comes with a battery that has been minimally charged.
   The terminal must be charged to perform to the full.

Connecting the base station to network

When using the restaurant solution Pay@Table or a wireless router, an Ethernet cable must be connected from the ECR or router to the base station. The base station communicates with the terminal via Bluetooth.

1. Connect the Ethernet cable (1) and power cable (2) as shown in the image. Place the terminal on the base station, the terminal will connect and is then ready for use.

Continued on next page
For an iWL250B to work, it must be associated with a base station within range. To change which base station iWL250B is connected to, do as follows:

1. Press the button at the far left under the screen.
2. Select 0 – Telium manager
3. Enter code 4302+OK
4. Select Initialization > Hardware > Cradle setup > Association
5. Now you can choose to add a new base station, select a base station, or delete a base station.

**Inserting a SIM card (iWL250G only)**

If iWL250G is not supplied with a SIM card already installed, do as follows to insert a SIM card:

1. Open the backside cover by pressing the clips downwards.
2. Insert the SIM card under the flap labelled "SIM".
2. Merchant card
A Merchant Card is delivered with the terminal. The Merchant Card is used to activate individual terminal functions. The Merchant Card is used to activate the following functions in the payment terminal:

- Cancel the most recent transaction
- Reconciliation (if protected)
- Terminal status printout
- Offline transactions printout
- Administration of operator ID
- Changes to terminal parameters
- Manual updating of terminal software

If you do not have a Merchant Card or if you have a defective card, you can order a new one from Nets’ customer service.

NB: The Merchant Card makes it possible to cancel transactions performed on the terminal. Make sure the Merchant Card is kept in a safe place.

3. Using payment cards

**With chip**
Insert the card in the front of the terminal with the chip facing up.

**With magnetic strip**
Swipe the card with the magnetic strip facing left.
NB: If contactless is activated, press F2 (down arrow) to activate the magnetic strip reader.

**Contactless (NFC)**
Hold the card or mobile phone over the terminal’s display until the transaction has been completed.
4. The terminals’ keypads

4.1 iCT250E

- Navigation keys to scroll up and down in menus
- Used to manually enter card data. Used to toggle between upper and lower case letters or from letters to numbers, and to check balance
- Used to enter the main menu
- Cancels the function and returns to the main menu
- Correct incorrect key entry or return to previous menu
- Confirm entry or menu selection

4.2 iPP350/Lane3000

- Navigation keys to scroll up and down in menus
- Used to manually enter card data. Used to toggle between upper and lower case letters or from letters to numbers, and to check balance
- Used to enter the main menu
- Cancels the function and returns to the main menu
- Correct incorrect key entry or return to previous menu
- Confirm entry or menu selection
4.3 iWL250G/B

- **Navigation keys to scroll up and down in menus**
- **Connecting to base station (iWL250B)**
- **Used to enter the main menu**
- **Cancels the function and returns to the main menu**
- **Correct incorrect key entry or return to previous menu**
- **Confirm entry or menu selection**

**4.4 iSMP4**

- **F1**: Technical main menu (Functions)
- **F2**: Scroll down
- **F3**: Scroll up
- **F4**: Bar code reader activation button

- **Main menu**
- **Cancels the function and returns to the main menu**
- **Correct incorrect key entry or return to previous menu**
- **Power on + confirm entry or menu selection**

Can be used in combination with the yellow button to turn off the terminal (press both buttons simultaneously)
5. Status line – descriptions

The status line in the upper part of the terminal’s display provides information on the status of communication and available hardware.

5.1 Ethernet

This symbol indicates whether the terminal has access to Ethernet:

- **White symbol:** The terminal has an Ethernet port
- **Green symbol:** The terminal has an Ethernet port and is connected to a network
- **Red symbol:** The terminal has an Ethernet port but has not been assigned IP over DHCP

5.2 Bluetooth

The Bluetooth symbol is the serial number of the base station to which the terminal is connected. The signal strength is indicated with 5 levels where red is the weakest and green is the strongest signal.

- **Red symbol:** Indicates the Bluetooth symbol is grey or red, the terminal is outside the base station’s coverage range.
- **Green symbol:** Indicates whether the terminal has Bluetooth support. If the symbol is not visible, Bluetooth is not supported. If the Bluetooth symbol is grey or red, the terminal is outside the base station's coverage range.

5.3 GPRS

The GPRS symbol shows the name of the telecom provider to which the terminal is connected. The signal strength is indicated with 5 levels where red is the weakest and green is the strongest signal.

- **Red symbol:** Indicates whether the terminal has GPRS support. If the symbol is not visible, GPRS is not supported. If the GPRS symbol is white, the terminal is not connected to the network. If the GPRS symbol is grey or red, the terminal is outside the base station's coverage range.
5.4 Battery and clock

This field shows the date and time. The clock is updated every time the terminal connects to Nets to submit transactions. The battery symbol indicates that the battery is installed and how much charge the battery has. The socket symbol shows that the terminal or the terminal’s charging base is connected to power.

6. Quick menu

This chapter explains the most common terminal functions. By using this guide, you will not have to scroll through menus and confirm using OK, but can go directly to your selection. When the terminal display says ‘Swipe the Merchant Card’, swipe the Merchant Card with the strip facing left. A detailed description of each feature is contained in separate chapters.

On integrated terminals: Start all commands with MENU or swipe the Merchant Card. When you are in the menu, press numbers to go directly to your selection or use the arrow keys.

<table>
<thead>
<tr>
<th>Function</th>
<th>Keys (does not apply to iPP350/Lane3000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase</td>
<td>Enter the amount</td>
</tr>
<tr>
<td>Purchase + cash (C/B)</td>
<td>Press MENU and 2</td>
</tr>
<tr>
<td>Reconciliation</td>
<td>Press MENU and 6</td>
</tr>
<tr>
<td>Balance</td>
<td>Press MENU and 3+3</td>
</tr>
<tr>
<td>Deposit</td>
<td>Press MENU and 3+4</td>
</tr>
<tr>
<td>Cancel the last transaction</td>
<td>Press MENU and 3+6</td>
</tr>
<tr>
<td>Return of goods</td>
<td>Press MENU and 3+7</td>
</tr>
<tr>
<td>Copy of the last receipt</td>
<td>Press MENU and 5+1</td>
</tr>
<tr>
<td>Transaction list</td>
<td>Press MENU and 7+1+1</td>
</tr>
<tr>
<td>X-Total</td>
<td>Press MENU and 7+1+2</td>
</tr>
<tr>
<td>Z-Total</td>
<td>Press MENU and 7+1+3</td>
</tr>
<tr>
<td>Operator X-Total</td>
<td>Press MENU and 7+1+4</td>
</tr>
<tr>
<td>Operator Z-Total</td>
<td>Press MENU and 7+1+5</td>
</tr>
<tr>
<td>Printing out backup solution (EOT)</td>
<td>Swipe the Merchant Card and press 2+1</td>
</tr>
</tbody>
</table>
7. Terminal menu structure

Main menu
1 Purchase
2 Purchase + cash (C/B)
3 Card services
5 Copy menu
6 Reconciliation
7 Operator menu
8 Merchant menu
9 Switch off

Card services
3 Balance
4 Deposit
5 Withdrawal
6 Reversal
7 Rtn of goods

Copy menu
1 Last receipt
2 Last reconc.
3 Last Z-Total

Operator menu
1 Reports
2 Issuers
3 Term status
4 Send Errorlogs
5 Send Tracelogs
9 Battery+Signal

Merchant menu
1 Issuers
2 EOT
3 Operator admin
6 Parameters
7 Comms
8 Software
9 System menu

Reports
1 Trans. list
2 X-Total
3 Z-Total
4 Op X-Total
5 Op Z-Total
7 Reconciliation

Issuers
1 Print

Term status
1 Print
2 Send to host

Battery+Signal
Battery: 100%
Signal: 5

Issuers
1 Get issuers
2 Print

EOT
1 Print
2 Send to host
3 Delete

Operator admin
1 Add Op.
2 Delete op.
3 Print ops.

Parameters
1 Change
2 Print

Comms
1 Remove obstruc
2 Ping host

Software
1 Get software

System menu
1 Empty printer buffer
2 System Log
6 Test
7 Res merch card
9 Reboot
8. **iSMP4 – Getting started**

The payment terminal iSMP4 is designed for integration with an ECR system.

Download the latest version of the iSMP4 software by doing the following on the terminal:

Press F (Menu), select 8 Merchant Menu, Drag Merchant Card, Select 8 Software, Then Get software and OK (green key). The terminal will restart after software update.

### 8.1 Bluetooth pairing

In order for the mobile device / ECR solution to be used with iSMP4, the devices must be connected via Bluetooth. To connect the terminal to a mobile device via Bluetooth, turn on Bluetooth on the mobile device and do the following on the iSMP4 terminal:

1. Press F1.
2. Press 2, or scroll down to 1 BT PAIRING and press OK (green button at the bottom right of the terminal).
3. Press number key 0 or OK and select 0 - Pair device.
4. The terminal displays a code. Enter the code on the mobile device, and press OK.
5. iSMP4 and the mobile device (box solution) connected via Bluetooth and the Bluetooth icon appears in the iSMP4 screen. You get an error if something goes wrong with the pairing.

### 8.2 Buttons/functionality

See chapter 4.4 for description of the keyboard.
8.3 1D and 2D barcode reader

iSMP4 is equipped with a 1D and 2D barcode reader that can read a number of barcode formats. Consult a POS partner to ensure how to configure the use of the reader. Please note that the barcode reader will not work when iSMP4 is charging.

8.4 How to use the barcode reader

1. Press F4
   • Side buttons are active for 20 seconds, the timer is reset after each read
   • “Barcode reader active” is displayed when the reader is active
2. Press one of the side buttons on the terminal to turn on the barcode reader (see previous page).
3. A “beep” sound will verify that the barcode has been read and sent to the ECR. The laser turns off.
4. To read next barcode, press one of the side buttons again.
5. To abort a barcode reading session, press the red STOP button or MENU. The barcode reading will also be aborted if a request from the ECR is sent or a payment card is swiped or inserted.
6. Barcode data are sent to the ECR / POS system directly when read. If an error occurs, the barcode must be read again.

By using an API in the terminal, terminal functions can be activated through the ECR integrated device, tablet or cash-register. Ex. to activate, to block or to accept barcode scans.

8.5 Supported barcode symbologies

All of these are enabled by default, consult with your POS partner how they are configured from your POS.

<table>
<thead>
<tr>
<th>MICROPDF</th>
<th>EAN-8</th>
<th>EAN-13</th>
<th>UPC-A</th>
<th>GS1-128</th>
<th>AZTEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATAMATRIX</td>
<td>UPC-E</td>
<td>EAN-UPC-Addon-2</td>
<td>EAN-UPC-Addon-5</td>
<td>GS1-Databaromni</td>
<td></td>
</tr>
<tr>
<td>Maxi code</td>
<td>EAN-128</td>
<td>Code-39-Italian-CPI</td>
<td>ITF Intvd 2 of 5</td>
<td>GS1-Databar expanded</td>
<td></td>
</tr>
<tr>
<td>Standard 2 of 5</td>
<td>Matrix 2 of 5</td>
<td>CodaBar</td>
<td>MSI</td>
<td>ISBT-128</td>
<td></td>
</tr>
<tr>
<td>Plessey</td>
<td>Telepen</td>
<td>CodaBlock A</td>
<td>CodaBlock F</td>
<td>PDF417</td>
<td></td>
</tr>
</tbody>
</table>

8.6 Resetting the barcode reader

If the barcode reader is not working properly, attempt a reset of the barcode reader by following this procedure:
1. Press F to enter main menu.
2. Press 7 Operator menu.
3. Press 6 Barcode reset and the barcode reader will return to default settings.
4. Press OK button to leave the menu or alternatively try again.
9. Terminal features – daily operation

This chapter describes the terminal’s features in detail.

You must perform manual reconciliation before the terminal is used for the first time. Reconciliation of one terminal reconciles all the terminals under the same merchant number. Read more about reconciliation in chapter 12.

**Manual reconciliation:**

Press MENU.

Press numeric key 6 or scroll down using the arrow key to Reconciliation and press OK.

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

### 9.1 Purchase

Enter amount.

Press OK.

Ask the cardholder to insert card.

Ask the cardholder to enter code and press OK (for credit card with signature, press only OK to confirm amount).

If authorised, the terminal display will show APPROVED and print a receipt.
9.2 Purchase with cash withdrawal (cashback)

This function is used to complete purchases that include cash withdrawals. If the tip function is activated, purchases + cash are shown as Option 2 under Card services.

Press MENU.

Press numeric key 2
or scroll down to Purchase + cash (C/B) and press OK.

Enter amount of purchase and press OK.

Enter amount of cashback and press OK.

Ask the cardholder to insert a card.

Ask the cardholder to verify total amount by entering PIN + OK.

If the amount is authorised, the terminal will display APPROVED and print a receipt.
9.3 Purchase with manual entry of card data

This function can be used to purchase and return goods. Enter card data on the terminal instead of the cardholder using his/her card. This feature is only available for credit cards with signature check.

Press MENU.

Press OK for Purchase.

Enter amount of purchase and press OK.

Enter card expiry date mm/yy and press OK.

Enter the card’s CVC number and press OK. CVC is the last three digits of the number that can be found on the back of the card next to the cardholder’s signature.

The amount is verified by pressing OK.

Cancel the transaction by pressing STOP.

If the amount is authorised, the terminal display will show APPROVED and print a receipt.
9.4 Copy of the last receipt
This function is used to extract a copy of the most recently authorised transaction receipt.

Press MENU.

Press numeric key 5 or scroll down to Copy Menu and press OK.

Press numeric key 1 or OK.

Wait for receipt.

9.5 Cancellation (reversal) of the last transaction
Cancellation can only be carried out for the most recently authorised purchase transaction.

Press MENU.

Press numeric key 3 or scroll down to Card services and press OK.

Press numeric key 6 or scroll down to Reversal and press OK.

Swipe the Merchant Card, magnetic strip facing left.

Press OK to confirm cancellation, or press STOP to abort.

Wait for receipt.
9.6 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.

Press MENU.

Press numeric key 3
or scroll down to Card Services and press OK.

Press numeric key 7
or scroll down to Return of goods and press OK.

Swipe the Merchant Card, magnetic strip facing left.

Enter amount on the cardholder’s receipt and press OK.

Ask the cardholder to insert/swipe the card, or press the F4 key (the key at the top right of the terminal) to enter the card number manually.

If the product refund is authorised, the terminal display will show APPROVED and print a receipt. Approved receipt corresponds to purchase receipt.
9.7 Tips

Tips is an optional service. Contact your terminal supplier to gain access to the tip function. Tips can be used in three different ways:

- Print out a receipt on which the cardholder fill in the tips amount and the total amount.
- Cardholder enters the tips amount directly on the terminal.
- Cardholder enters the total amount including tips directly on the terminal.

Create a receipt

This function is used to print out receipts with an amount for the cardholder to pay and a line for tips and total amount. If tips is activated, Create a Receipt will appear as Option 2 in the main menu.

1. Press MENU.
2. Press numeric key 2 or scroll down using the arrow key to Create a Receipt and press OK.
3. Enter amount of purchase and press OK.
4. Wait for receipt.

Receipt:

<table>
<thead>
<tr>
<th>RECEIPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/10/2006 10:14</td>
</tr>
<tr>
<td>Amount = 42.00</td>
</tr>
<tr>
<td>Cash = ..........</td>
</tr>
<tr>
<td>Extra = ..........</td>
</tr>
<tr>
<td>Total = ..........</td>
</tr>
</tbody>
</table>

Cash can only be paid out with a BankAxept card

Create a Receipt is only a print-out and cannot be used for later claims. Purchases must be carried out on the terminal in the standard way.
9.8 Purchase with tips
This function is used for purchases that include tips.

<table>
<thead>
<tr>
<th>nets</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main menu</strong></td>
</tr>
<tr>
<td>1 <strong>Purchase</strong></td>
</tr>
<tr>
<td>2 Purchase + C/B</td>
</tr>
<tr>
<td>3 Card services</td>
</tr>
<tr>
<td><strong>Amount + OK</strong></td>
</tr>
<tr>
<td>120.00</td>
</tr>
<tr>
<td><strong>Amount =</strong></td>
</tr>
<tr>
<td>120.00</td>
</tr>
<tr>
<td><strong>Total =</strong></td>
</tr>
<tr>
<td>150.00</td>
</tr>
<tr>
<td><strong>NOK =</strong></td>
</tr>
<tr>
<td>150.00</td>
</tr>
<tr>
<td><strong>Awaiting card</strong></td>
</tr>
<tr>
<td><strong>Amount =</strong></td>
</tr>
<tr>
<td>150.00</td>
</tr>
<tr>
<td><strong>Code + OK</strong></td>
</tr>
<tr>
<td><strong>Hide PIN entry</strong></td>
</tr>
<tr>
<td><strong>APPROVED</strong></td>
</tr>
</tbody>
</table>

Press MENU.

Press OK for Purchase.

Enter amount and press OK.

Depending on the setup of the tips function within the terminal, the terminal will request the cardholder to enter a tips amount or a total amount (illustration to the left shows total amount).

Ask the cardholder to insert card.

Ask the cardholder to enter PIN and press OK (for credit card with signature, press only OK to confirm amount).

If authorised, the terminal display will show APPROVED and print a receipt.

**Receipt, purchase with tips:**

Nets  
H. Martinsensvei  
NO-0978 OSLO  
Bax: 10139902-125442  
BankAxept *****05040-3  
05/10/2006 10:14  
Ref: 829764004472  

Amount = 120.00  
Extra = 30.00  
Total = 150.00  

Authorised  
Thank you for your visit  
We hope to see you again!
10. 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 connected to mobile phones, clocks, bracelets 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.

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.

For security reasons, the terminal will in some cases ask for PIN, even if the amount is under the contactless limit.

10.1 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 card-based 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.

Viking terminals also support Mobile Dankort both via BLE (MAB Box) and QR.

10.2 Purchase with contactless payment

<table>
<thead>
<tr>
<th>nets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter amount.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount + OK</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NOK</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Awaiting card</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>APPROVED</th>
</tr>
</thead>
</table>

Press OK.

Ask the customer to hold the NFC device (card, mobile phone, etc.) close over the payment terminal screen.

If authorised, the terminal will make a “beep” sound and the display will show APPROVED and print a receipt. If the terminal is not able to read the NFC device, two “beep” sounds or no sound at all will be made.
10.2 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. The message will appear on the terminal screen. The merchant will receive a small profit when the card holder decides to pay in their own currency. Contact Customer Service or Sales to activate DCC on the terminal.

10.3 IFR Priority
The Merchant can choose which card scheme is default on the terminal. Swipe the Merchant card
6 (parameters)
1 (change)
1 (Function)
IFR Priority

The card-holder can override the terminal settings by pressing the yellow button before swiping/tapping the card.
11. Backup solution (EOT)

If errors occur in the communication between the terminal and Nets, an electronic backup solution can be used for BankAxept cards. The terminal prints out a receipt with a signature line.

Procedure with backup solution (EOT):

- Ask the cardholder to sign the receipt.
- Check the cardholder’s identity.
- Add the security code from the bank card to the receipt – both letters and numbers (e.g. ABCD 123).
- For purchases with a value of more than NOK 1,500 contact Nets’ customer service on +47 08989 to authorise the amount.
- Note the authorisation number in the merchant field on the receipt.

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

The amount is transferred to Nets automatically when the terminal is up and running again. Do not provide cash-back when the backup solution is used.

Backup solution receipt:

--- Tear here ---

--- Tear here ---
11.1 Print out backup solution (EOT)

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 2
or scroll down to EOT and press OK.

Press OK to start printing the terminal’s stored backup solutions.

11.2 Submit backup solution (EOT)

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 2
or scroll down to EOT and press OK.

Press numeric key 2
or scroll down to Send to host and press OK to submit the terminal’s stored backup solutions.
12. Reconciliation (daily statement)

If the merchant has several terminals, only one terminal needs to be reconciled. Reconciliation of one terminal reconciles all the terminals under the same merchant number.

12.1 Manual reconciliation
Reconciliation transfers transactions to the settlement account on the following business day. The terminal should be reconciled every day. If seven days have elapsed since the last reconciliation, the terminal must be reconciled before it can be used.

Press MENU.

Main menu
4 Optional Func
5 Copy menu
6 Reconciliation

Press numeric key 6 or scroll down using the arrow key to Reconciliation and press OK.

The terminal prints out a report showing the number of transactions per card type and amount.

12.2 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 service to activate automatic reconciliation.

12.3 Copy of last reconciliation
The terminal saves only 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 only implemented for stand-alone terminals.
This function is used to extract a copy of the most recent reconciliation report.

Press MENU.

Main menu
3 Card services
4 Optional Func
5 Copy menu

Copy menu
1 Last receipt
2 Last reconc.
3 Last Z-Total.

Press numeric key 5 or scroll down to Copy Menu and press OK.

Press numeric key 2 or scroll down to Last Reconciliation and press OK.
Wait for report.
13. Nets prepaid gift cards

13.1 Deposits

This function is used to insert a required amount on an electronic gift card.

<table>
<thead>
<tr>
<th>Main menu</th>
<th>1 Purchase</th>
<th>2 Purchase + C/B</th>
<th>3 Card services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Card services</th>
<th>7 Rtn of goods</th>
<th>3 Balance</th>
<th>4 Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Swipe</th>
<th>Merchant card</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount + OK</th>
<th>250.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NOK</th>
<th>50.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Awaiting card</td>
</tr>
<tr>
<td></td>
<td>Chip up</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deposit =</th>
<th>250.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Press MENU.

Press numeric key 3 or scroll down to Card Services and press OK.

Press numeric key 4 or scroll down to Deposit and press OK.

Swipe the Merchant Card, magnetic strip facing left. Mandatory use of Merchant Card can be deactivated in the terminal security menu.

Enter amount and press OK.

Swipe the gift card through the terminal (magnetic strip facing left).

Press OK to confirm amount, or STOP to cancel.

If the amount is authorised, the terminal display will show APPROVED and print a receipt.
13.2 Creating replacement cards for a defective prepaid gift card

It is possible to create replacement cards for defective Nets prepaid gift cards. There may be various reasons that a cardholder requires a new gift card. These may include:

- Demagnetisation
- Defective magnetic strip/card

**Available balance**

Manual entry of the card number is used to check the outstanding balance on the defective card. The cardholder must have access to the card number (19 digits) and produce the physical card. Do as follows:

```
<table>
<thead>
<tr>
<th>Main menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Purchase</td>
</tr>
<tr>
<td>2 Purchase + C/B</td>
</tr>
<tr>
<td>3 Card services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Card services</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Reversal</td>
</tr>
<tr>
<td>7 Rtn of goods</td>
</tr>
<tr>
<td>3 Balance</td>
</tr>
</tbody>
</table>

Awaiting card

Chip up

Enter card no.

Enter expiry date:

/ / mm/yy

Enter CVV:

Available

OK or STOP

Available = 500.00

Press MENU.

Press numeric key 3
or scroll down to Card Services and press OK.

Press numeric key 3
or scroll down to Balance and press OK.

Press the F4 key (the key at the top right of the terminal).

Enter card number (19 digits) and press OK.

Enter card expiry date mm/yy and press OK.

Press OK.

Press OK.

Available balance will be shown in the display.

When the balance on the defective card is known, a replacement card can be created. See next page.
Creating replacement cards

Press MENU.

Press numeric key 3
or scroll down to Card Services and press OK.

Press numeric key 4
or scroll down to Deposit and press OK.

Swipe the Merchant Card, magnetic strip facing left.
Mandatory use of Merchant Card can be deactivated in the terminal’s Security menu (see chapter 18).

Enter the amount, balance from the defective card, and press MENU.

Enter the card number from the defective card (19 digits) and press OK.

Swipe the new gift card through the terminal (magnetic strip facing left).

Confirm amount by pressing OK.

Wait for report.
### 13.3 See available balance on prepaid gift card

#### Available – stand-alone terminal
This function is used to view available balance on a gift card on a stand-alone terminal.

![Main menu](image)

| Main menu |  
|---|---
| 1 Purchase |  
| 2 Purchase + C/B |  
| **3 Card services** |  
| Card services |  
| 6 Reversal |  
| 7 Rtn of goods |  
| **3 Balance** |  
| Awaiting card |  
| Chip up |  
| Available OK or STOP |  
| Available Amount | 500.00 |

Press MENU.

Press numeric key 3
or scroll down to Card Services and press OK.

Press numeric key 3
or scroll down to Available and press OK.

Ask the cardholder to insert/swipe the card.

Cardholder must press OK to view available balance.

Available balance will be shown on the display.

Receipts are not printed for balance enquiries.

#### Available – integrated terminal
This function is used to view available balance on a gift card on an integrated terminal.

![Terminal](image)

| PLEASE WAIT |  
|---|---
| Available OK or STOP |  
| Available Amount | 500.00 |

Swipe the gift card through the terminal card reader.

When the terminal shows ‘PLEASE WAIT’, press the F4 key (the key at the top right of the terminal).

Cardholder must press OK to view available balance.

Available balance will be shown on the display.
14. Reports

14.1 Transaction list
Used to print out a list of all transactions stored in the terminal.

<table>
<thead>
<tr>
<th>nets</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main menu</strong></td>
</tr>
<tr>
<td>5 Copy menu</td>
</tr>
<tr>
<td>6 Reconciliation</td>
</tr>
<tr>
<td><strong>7 Operator menu</strong></td>
</tr>
<tr>
<td><strong>Operator menu</strong></td>
</tr>
<tr>
<td><strong>1 Reports</strong></td>
</tr>
<tr>
<td>2 Issuers</td>
</tr>
<tr>
<td>3 Term status</td>
</tr>
<tr>
<td><strong>Reports</strong></td>
</tr>
<tr>
<td><strong>1 Trans. list</strong></td>
</tr>
<tr>
<td>2 X-Total</td>
</tr>
<tr>
<td>3 Z-Total</td>
</tr>
<tr>
<td><strong>Trans list</strong></td>
</tr>
<tr>
<td><strong>1 Print</strong></td>
</tr>
<tr>
<td>2 Delete</td>
</tr>
<tr>
<td><strong>Select session</strong></td>
</tr>
<tr>
<td>Session 490: 2</td>
</tr>
<tr>
<td>Session 489: 10</td>
</tr>
<tr>
<td>Session 488: 1</td>
</tr>
</tbody>
</table>

Press MENU.

Press numeric key 7 or scroll down to Operator Menu and press OK.

Press OK or numeric key 1.

Press OK or numeric key 1 to print.

Scroll down using the arrow key to the required reconciliation and press OK. The option All is shown at the bottom of the list and provides a print-out of all transactions stored in the terminal.

Wait for list.
14.2 X-Total

X-total is a report that shows the accumulated sales performed on the terminal since previous Z-total was printed. The stored figures are not reset when a X-Total is printed.

Press MENU.

Press numeric key 7
or scroll down to Operator Menu and press OK.

Press OK for Reports.

Press numeric key 2
or scroll down to X-Total and press OK.

Wait for report.

14.3 Z-Total

Z-total is a report that shows the accumulated sales performed on the terminal since previous Z-total was printed. The stored figures are reset when a Z-Total is printed.

Press MENU.

Press numeric key 7
or scroll down to Operator Menu and press OK.

Press OK for Reports.

Press numeric key 2
or scroll down to X-Total and press OK.

Wait for report.
14.4 Copy of last Z-Total
This function is used to extract a copy of the most recent Z-Total.

Press MENU.

Main menu
3 Card services
4 Optional Func
5 Copy menu

Copy menu
1 Last receipt
2 Last reconc.
3 Last Z-Total

Press numeric key 5
or scroll down to Copy menu and press OK.

Press numeric key 3
or scroll down to Last Z-Total and press OK.

Wait for copy.

14.5 Operator X-Total
The report shows all transactions carried out on the terminal for one or all operators since the last Operator Z-Total was printed out. Figures are not reset when a list is printed out.

Press MENU.

Main menu
5 Copy menu
6 Reconciliation
7 Operator menu

Operator menu
1 Reports
2 Issuers
3 Term status

Reports
2 X-Total
3 Z-Total
4 Op X-Total

Op X-Total
1 Cur operator
2 All

Press numeric key 7
or scroll down to Operator menu and press OK.

Press OK for Reports.

Press numeric key 4
or scroll down to Operator X-Total and press OK.

Press OK to print out X-Total for a selected operator.
Press 2 to print out X-Total for all operators.

Wait for report.
14.6 Operator Z-Total

The report shows all transactions carried out on the terminal for one or all operators since the last Operator Z-Total was printed out. Figures are reset when a list is printed out.

Press MENU.

Press numeric key 7
or scroll down to Operator menu and press OK.

Press OK for Reports.

Press numeric key 5
or scroll down to Operator Z-Total and press OK.

Press OK to print out Z-Total for a selected operator.
Press 2 to print out Z-Total for all operators. NB: Requires Merchant Card.

Wait for report.
15. Operators

This function is used to register and delete operators using the terminal. Operators are registered with a unique operator ID (up to 10 digits) and name. Each operator must be registered on each terminal that they use.

It is possible to access-protect operators by activating a four-digit code. The first operator to register with his/her code becomes the Master. The Master Operator is the only person who can create or delete registered operators. If the Master Operator is not known, a list of registered operators can be printed out. The Master is marked with an *

15.1 Creating a new operator
Used for registering a new operator on the terminal.

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 3
or scroll down to Operator admin.

Press OK to register a new operator.

Enter operator number and press OK.

Enter operator name. Use the F4 key (the key at the top right of the terminal) to toggle to lower case.

Enter the optional four-digit PIN and press OK. If a PIN is not required, the field may be left empty. Simply press OK.
15.2 Delete operator

Used to delete a registered operator.

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 3
or scroll down to Operator admin.

Press numeric key 2 or scroll down to Delete Operator and press OK.

Appears only if the registered operator has a PIN. Only the Master Operator can delete operators.

Enter the operator number that is to be deleted and press OK.

Press OK to confirm deletion of operator.

Operator deleted
15.3 Print operator list
Used to print out a list of all operators registered on the terminal.

- Swipe the Merchant Card, magnetic strip facing left.
- Press numeric key 3 or scroll down to Operator admin.
- Press numeric key 3 or scroll down to Print List and press OK to print out a list of operators.

The terminal will print out a list of all operators registered on the terminal. If the registered operator has a PIN, the Master is marked with an *.

15.4 Using Operator ID
The Operator ID can be used in five different ways:

1. Without operator – the terminal never asks for Operator ID
2. Z-Total – the terminal asks for Operator ID after each Z-Total.
3. O report – the terminal asks for Operator ID after each Operator X and Z-Total.
4. Reconciliation – the terminal asks for Operator ID after each reconciliation.
5. Always – the terminal asks for Operator ID after each transaction.

This is set in the Function parameters on the terminal (see chapter 18).
16. Multiterminal

Multiterminal makes it possible for up to ten different merchants to use the same payment terminal. Each merchant has each own account, own receipt text and own reports on the terminal. This is a solution suitable e.g. for companies sharing premises.

16.1 Purchases with multi-users

On terminals with multiple merchants, the correct merchant must be selected before the functions on the terminal can be used. Press the MENU key or swipe/insert a card in the terminal to view a list of merchants on the display. Use the arrow keys to scroll to mark the correct merchant and press OK. Then confirm that the correct merchant has been selected by pressing OK. How to select a merchant for the Purchase function is described below.

Swipe the Merchant Card, magnetic strip facing left.

Use the arrow keys to scroll to the required user.

Press OK to confirm that the required user has been selected. Press Stop to go back to the list of users.

Press OK for purchase.

Enter amount and press OK.

Ask the cardholder to enter card.

Wait for receipt.
17. Administration

17.1 Terminal card agreements (Issuers)

Card agreements are needed in order to carry out purchases on the terminal. Card agreements are entered into between merchants and the bank/card acquirer (issuers). On the terminal, it is possible to print a list of card agreements as well as updating the card agreement list if new card agreements have been entered.

17.2 Downloading card agreements

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 1 or OK.

Press numeric key 1 or OK to download your card agreements.

17.3 Printing card agreements

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 1 or OK.

Press numeric key 2 or scroll down to Print and press OK to print out the registered card agreements.

17.4 Downloading new software

You are able to start software updates manually from the terminal.

Swipe the Merchant Card, magnetic strip facing left.

Press numeric key 8 or scroll down to Software and press OK.

Press OK to start software update.
## 18. Terminal parameters

**1 Function**
- Terminal ID
- Amount mode: Øre/Kroner
- Backup solution (EOT): Yes/No
- Service first: Yes/No
- Information field: No information/CID/information text/Oper ID
- Sound: None/On Error/Always
- Always copy: No/Yes
- Duplicate check: Yes/No
- Language: Norwegian/ Swedish/ Danish/ English/ Finnish/ German/ Hungarian/ Estonian/ Polish/ Dutch
- Tips: Total amount > Yes/No
- Change operator: Disable/After Reconc/After Z-Total/Always/After D-Report
- VAT: Fixed rate/Change rate/No VAT
- VAT rate
- Sleep mode: Auto/Always (Will not be visible if ECR is switched on)
- Power off modus: Never/After 1 hour/After 2 hours
- Fallback language: Norwegian/ Swedish/ Danish/ English/ Finnish/ German/ Hungarian/ Estonian/ Polish/ Dutch/ Spanish/ French
- Backlight: Auto/Always
- Chip direction: Chip up/ Chip towards you/Chip down
- Customer receipt: Always/On demand
- IFR priority: Domestic/None/International

**2 Communication**
- Comm. type = GPRS/Ethernet/via ECR
- Host IP Address: 193.214.20.211 / 91.102.24.142
- Host IP Port: 9670
- GPRS APN: nets
- GSM PIN: ****
- DHCP Use: DHCP/Static

**3 ECR**
- ECR: Yes/No
- Comm. type: RS232 / USB Slave / IP Ethernet
- Card info: Never / After amount / Always
- Header/Footer: Yes/No

**4 Security**
- Protect menu: Yes/No
- Protect reconciliation: Yes/No
- Protect reversal: Yes/No

**6 Change profile**
- 1 .no
- 2 .se
- 3 .dk
- 4 .fi
- 5 .de
- 6 hu
- 7 .et
- 8 .pl
- 9 nl
19. Errors and troubleshooting

<table>
<thead>
<tr>
<th>Questions</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regarding purchases, reconciliation and backup solution which are more than 7 days old</td>
<td>Please contact your bank.</td>
</tr>
<tr>
<td>Regarding purchases, reconciliation, backup solution in the past 7 days</td>
<td>Please contact Nets customer service.</td>
</tr>
<tr>
<td>Regarding several terminals with the same error</td>
<td>Please contact your network provider or shop/chain manager.</td>
</tr>
<tr>
<td>Regarding Telenor broadband from Nets</td>
<td>Please contact Nets customer service.</td>
</tr>
<tr>
<td>To order credit card agreements</td>
<td>Please contact the credit card company.</td>
</tr>
<tr>
<td>To order automatic reconciliation</td>
<td>Please contact Nets customer service.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error situations</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Not connected to network</td>
<td><strong>General</strong>: The terminal cannot establish contact with the network. 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.</td>
</tr>
<tr>
<td>• No contact with centre</td>
<td><strong>GPRS</strong>: In order 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.</td>
</tr>
<tr>
<td>• I only get backup solutions</td>
<td><strong>Ethernet/Broadband</strong>: 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.</td>
</tr>
<tr>
<td>The terminal freezes. None of the keys work</td>
<td>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. 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 service.</td>
</tr>
<tr>
<td>The terminal stopped working when we were carrying out a transaction. Did the purchase go through?</td>
<td>Take a copy of the last transaction (Menu – 5 – 1) to see if the purchase went through OK. If this is still uncertain, call Nets customer service.</td>
</tr>
<tr>
<td>Problems with the terminal modem</td>
<td>Check whether the modem is lit up. Check that all cables are in the right position on the terminal, in the modem and in the wall socket. Take out the line and power cables on the modem. Replace the line in the modem first (the one with a clip). Then replace the power cable. Contact Nets customer service if required.</td>
</tr>
<tr>
<td>Response codes</td>
<td>Explanation</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Resp 05 and 51 – Rejected</td>
<td>The transaction is rejected by the bank or card issuer.</td>
</tr>
<tr>
<td>Resp 55 – Incorrect PIN</td>
<td>The cardholder has entered an incorrect PIN code; try again.</td>
</tr>
<tr>
<td>Resp 87 – The terminal must be reconciled</td>
<td>More than seven days have passed since the last reconciliation and you must reconcile the terminal (Menu – 6) before it can be used.</td>
</tr>
<tr>
<td>Resp 91 – No contact with card issuer</td>
<td>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 is reserved on the cardholder’s account but will be reversed as soon as the data centre is up again. It is important to explain that the cardholder will not be charged and the transaction must be performed again.</td>
</tr>
</tbody>
</table>

20. Submitting payment terminal for service or termination

Terminations
When terminating the lease of a terminal, the terminal should not be returned until the merchant has terminated the existing lease agreement.
Merchants who buy/rent a new terminal from a different supplier, must terminate their lease agreement before they return the old terminal. The lease agreement will run and the merchant will be invoiced until the termination has been received. The merchant must make sure they receive a written confirmation of the termination of the lease agreement. A return label will be sent by e-mail when the termination is completed in Nets’ systems.
Make sure the terminal has been reconciled before returning the terminal. Pack the terminals securely and separately.
Remember to include all associated cables and equipment.
Always use the return label(s) you have received from Order Handling/Cancellation, when returning payment terminals, and deliver the package(es) to Postnord.

Swap service
If a rental terminal is defect, please call Customer Service for assistance. If necessary, the merchant will get assistance from a technician or receive a new terminal from Nets, depending on the Merchant’s agreement.
In the case of postal swap agreement, always use the return label(s) you have received from Nets Customer Service and deliver the package(s) to Postnord.
Make sure the terminal(s) has been reconciled before returning the terminal(s). Pack the terminals securely and separately.
Do not return the ADSL modem to Nets repair service.
If a sales terminal is defect, terminals should not be sent for repair/service until the error has been reported to Nets customer service. Merchants have the possibility to add swap services to their agreement for at the most, four years.
21. 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 card-holder of any suspicious behavior exhibited from others before or during PIN entry.

Periodical inspection of terminals
The ultimate responsibility for the protection of card-holder 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_Protection_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 help desk immediately if in doubt of the terminal(s) integrity!