

SimplePay User Guide

Setting Up Your Ingenico Lane/5000 Device

Unboxing Your Lane/5000

The Lane/5000 includes:

- Ingenico multipoint interface cable
- Ingenico power supply
- Ingenico stylus

Configuring Your Lane/5000

1. Once your equipment is unboxed, plug the power supply connector into the jack on the multipoint interface cable
2. Connect the multipoint interface cable into the multipoint port on the underside of the terminal
3. Connect the other end of the multipoint interface cable to an ethernet port (router, modem, etc.)
4. Plug the power supply adapter into an available power outlet
5. Optionally, attach the stylus to the device, using the provided two-sided tape

Connecting Your Lane/5000

1. Once power is supplied to the terminal, the initialization process begins
2. Upon successfully establishing its IP Address, the device will attempt to call the terminal service
 - If the connection is successful, the terminal device displays **Connected**
 - If the connection is unsuccessful, the terminal device displays **Disconnected***
3. Once connected, the device is ready for use, and can be left on indefinitely or may be disconnected from power as necessary

*Please contact CardPointe Support for assistance

Support

The CardPointe Support team is your go-to resource for product-specific questions and troubleshooting inquiries. The team is available Monday - Friday from 8:30am - 9:00pm ET and provides emergency support as needed.

- **Phone:** 877.828.0720
- **Email:** cardpointesupport@cardconnect.com

Entering Text Using the Multi-Tap Method

Certain configuration steps will require you to input characters using the keypad. Each number key represents a set of letters that can be entered with that key, if pressed more than once. For example:

- Press **2** once to enter the number **2**
- Press **2** twice to enter a lowercase **a**
- Press **2** three times to enter a lowercase **b**

Advanced Configuration

After initial setup, your terminal is ready for use; although you can choose to make additional configuration changes, like setting a static IP address or changing the terminal's password via the Admin Menu:

Accessing and Navigating the Admin Menu

The Admin Menu provides access to the **settings, configuration, change menu password, and restart terminal** options. To access the menu:

1. Press **F** and enter the default password of **CCMerchant** using the multi-tap method
2. Press **O** (green button) to confirm the password and access the Admin Menu

To navigate the menu:

- Press **F** to scroll down
- Press **.,#*** to scroll up
- Press **O** (green button) to select
- Press **<** (yellow button) to clear
- Press **X** (red button) to cancel or return to the main menu

Changing the Admin Menu Password

To change the password for the admin menu, simply:

1. Access the admin menu
2. Press **F** to scroll down and press **O** (green button) to select **change menu password**
3. Enter the new password using the multi-tap method and press **O** (green button) when finished
4. The device displays **menu password changed** when complete

Expert Tip: Please exercise caution when changing your password. If you do change the password, be sure to note the new password and keep it in a safe location. **Passwords cannot be reset remotely** — if you forget or lose your password, you will no longer be able to access the Admin menu, and your terminal will need to be replaced.

Setting a Static IP Address

Setting a static IP address for your device is optional. Typically, the device is automatically assigned an IP address when connecting to a network. To manually set the network settings for the device, simply:

1. Access the admin menu
2. Press **F** to scroll down and press **O** (green button) to select **configuration**
3. Press **F** to scroll down and press **O** (green button) to select **IP settings**
4. Press **F** to scroll down and press **O** (green button) to select **configure IP**
5. Press **F** to scroll down and press **O** (green button) to select **static IP**
6. Enter the static **IP address** using the number pad and press **O** (green button)
7. Enter the static **network mask** using the number pad and press **O** (green button)
8. Enter the static **gateway address** using the number pad and press **O** (green button)
9. Enter the static **DNS address 1** using the number pad and press **O** (green button)
10. Enter the static **DNS address 2** using the number pad and press **O** (green button)
11. The device displays **updated IP configuration and restarting terminal**, then restarts to connect to the new static configuration

Expert Tip: To restore the default IP address configuration, perform the steps above and select **DHCP** from the **select IP protocol** screen in step 5.

Configuring Device Beep Settings

The **beep** menu allows you to experiment with the volume, pitch, and duration of the beep heard when using your device:

1. Access the admin menu
2. Press **O** (green button) to select **settings**
3. Press **F** to scroll down and press **O** (green button) to select **beep**
4. Use the number pad to enter a value for **frequency (Hz)** and press **F** to scroll down and enter values for **volume**, **time on (ms)**, and **time off (ms)**
5. Press **O** (green button) when finished
6. The terminal displays **beep parameters have been updated** and beeps several times to confirm the new settings

Please Note: This feature is for testing purposes only. To permanently change your device's beep settings, contact CardPointe Support.

Configuring Device Beep Settings Cont.

Beep values and acceptable ranges:

Parameter Name	Default	Range	Description
Frequency (Hz)	100	20-20,000	Controls the pitch of the beep
Volume	100	1-100	Controls the volume of the beep, as a percentage
Time On (ms)	250	10-5,000	Controls the length of each single beep
Time Off (ms)	250	10-5,000	Controls the length of time between each beep

Checking Your Device's Firmware Version

1. Access the admin menu
2. Press **O** (green button) to select **settings** in the menu list
3. Press **O** (green button) to select **version** in the settings menu
4. The current firmware version will display on the screen; press **X** (red button) to return to the previous menu

Troubleshooting

Restart Your Terminal

Choose from the following methods:

- To perform a *soft reboot*, access the **admin menu** and select the **restart terminal** option
- To perform a *hard reboot*, press and simultaneously hold the **.,#*** key and **<** (yellow key) until the device powers off

Device Disconnected

1. Verify you're using the provided multi-point mono connector (Ethernet) cable and power supply — the power supply plugs into the splitter on the Ingenico multi-point mono connector cable
2. Confirm the Ethernet jack on the multi-point mono connector cable is plugged securely into your router, modem, networking switch, or Ethernet wall jack
3. Verify your device was obtained from SimpleConsign
4. Consult with your IT administrator to confirm the Ethernet port has access to the internet, and your internal network isn't blocking the connection

Device Connected but Unable to Connect to Application

- Confirm with SimpleConsign the device configuration is correctly set within your application
- If the device configuration is set correctly, contact CardPointe Support for assistance

Device Restarting Unexpectedly

The most common cause for a device restarting during the day is the result of an inaccurate time setting. Devices are configured to automatically restart at 4:00am local time — to update your time settings:

1. Access the CardPointe integrated terminal menu
2. Scroll down to **date and time**
3. Press **O** (green button) to access **date and time** settings
4. Enter the current date using the device number pad
5. Scroll down to the time
6. Enter the current time in 24-hour format, using the device number pad
7. Press **O** (green button) to save your settings

Command Cancelled Error

Ensure the stylus is securely connected to the terminal. Without a connected stylus, the terminal will abort the signature process with a 'Command Cancelled' error.

PPS - 21 Invalid Merchant Error

If you experience a **PPS - 21 invalid merchant error** on your terminal, please contact the CardPointe Support team.